



MASTERING CONFLICT RESOLUTION WITH EFFECTIVE COMMUNICATION SKILLS



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OUTLINE



- Conflict Resolution
- Effective Communication
- Compassionate Communication
 - Skills
 - Time Outs
- Scenarios



COMMUNICATION

Dictionary

Definitions from [Oxford Languages](#) · [Learn more](#)



com·mu·ni·ca·tion

/kəˌmyʊnəˈkɑːʃ(ə)n/

noun

1. the imparting or exchanging of information or news.
"at the moment I am **in communication** with London"

Similar:

transmission

imparting

conveying

reporting

presenting



2. means of sending or receiving information, such as phone lines or computers.
"satellite communications"





EFFECTIVE

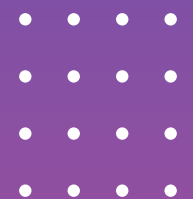
COMMUNICATION

Effective communication: the process of exchanging or transmitting ideas, information, thoughts, knowledge, data, opinion, or messages from the sender through a selected method or channel to the receiver with a purpose that can be understood with clarity. The process of effective communication makes both the sender and receiver satisfied. It is a cyclic process that starts with the sender and also ends with the sender as the sender receives a response or feedback from the receiver.



<https://www.knowledgehut.com/blog/project-management/effective-communication>







EFFECTIVE COMMUNICATION EXAMPLES

- active listening
- giving and taking feedback
- empathy
- respectfulness
- responding to messages
- having volume and clarity in messages
- understanding non-verbal data
- building friendliness and confidence
- adapting your communication style to the audience



× EFFECTIVE COMMUNICATION IN GENERAL LIFE

- It brings people together and helps build and maintain relationships.
- It encourages the development of building trust with each other.
- It helps to transform a group of people or a team into an effective unit.
- It gets your message across and helps to establish an understanding with your listeners.
- It encourages people to become more innovative so that they can be productive.

It helps to increase accountability in a person so that it can increase the workflow of a particular process or unit.



× EFFECTIVE COMMUNICATION IN WORKPLACE

- It can help you to build an efficient team and manage the team members and other employees if required.
- It can enhance your innovation and creativity and you can reap its fruits as multiple benefits.
- It can help you to grow your company at a fast pace as good communication will help you to get better results.
- + • You can retain more and more sincere employees in your company with the help of effective communication.



× EFFECTIVE COMMUNICATION IN WORKPLACE

- It will help you to build strong relationships among employees and get more opportunities for your company.
- It increases the engagement of employees in their work and also establishes responsibility toward their team.
- Another important benefit of effective communication is that it increases customer satisfaction.
- + • It helps to easily make decisions and carry out discussions that are goal oriented.



× EFFECTIVE COMMUNICATION IN PERSONAL LIFE

- It can improve your mental health and social relations with people around you.
- It can help you to be more emotionally stable as you can better communicate with people.
- It can improve your existing connections with your peers and can develop a deep bond.
- + • It can help build new relations that are based on trust and transparency.
- It can also enhance problem-solving skills that can help you resolve conflicts with people around you.





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COMPASSIONATE COMMUNICATION

CREATED BY MICHAEL W GLAVIN, LMFT

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- 1. When you _____ [action] _____,**
- 2. I felt _____ [feeling] _____**
- and 3. I thought _____ [thoughts] _____.**

×

COMPASSIONATE COMMUNICATION

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1. When you _____ [action] _____,

Action: positive or negative situation

- celebrating a birthday
- driving to an event
- yelling in an argument
- throwing away something special

× COMPASSIONATE COMMUNICATION

2. I felt _____ [feeling] _____.

Feeling: emotion/feeling words/ adjectives

- scared
- excited
- upset
- disappointed
- flustered
- angry

× COMPASSIONATE COMMUNICATION

3. I thought _____ [thoughts] _____.

Thoughts: not feelings, other information that comes to mind

- they're cheating
- you love me
- you think I'm important
- this relationship won't work
- things won't change
- there's hope

× COMPASSIONATE COMMUNICATION

4. REPEAT Verbatim “I heard you say”

1. When I _____ [action] _____,
 2. You felt _____ [feeling] _____
- and 3. You thought _____ [thoughts] _____.

5. CLARIFY

ask “Was there anything I missed?”

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COMPASSIONATE COMMUNICATION

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6. VALIDATE: I can understand ____ [some aspect of what the other person said]

7. EXPRESS: Express your own thoughts and feelings about the situation using



TIME OUT



- 1) must use word "timeout" or a code word that you have agreed upon together
- 2) must say a time limit, default is 1 hour
- 3) whoever called the timeout needs to re-engage and both of you need to use Compassionate Communication



Timeouts are used so each person can calm down, tune into how they are feeling, and figure out how they can speak from that (non attacking, non defensive) place when the timeout is over.

If your partner does not respect the time out, call it again and leave the room. If you partner still doesn't respect the time out, call it again and leave the house.



LET'S PRACTICE - 1

Scenario: A couple experiences tension and arguments due to misunderstandings and misinterpretations of each other's words and actions.

Conflict: The partner perceives a lack of attention, while the other feels unfairly accused. The conflict centers around different communication styles and unmet expectations.



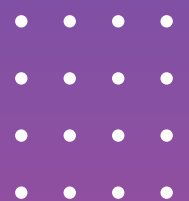
LET'S PRACTICE - 2

- Scenario: Two colleagues are working on a project with tight deadlines. However, they have conflicting ideas about the project's direction and how to allocate resources.
- Conflict: One colleague prioritizes efficiency, while the other values thoroughness. This leads to disagreements on the project's strategy and can impact overall team productivity. x



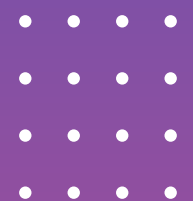
LET'S PRACTICE - 3

- Scenario: Roommates are arguing over the use of shared spaces and resources in their apartment, such as the kitchen, bathroom, or common areas.
- Conflict: One roommate feels that the other is not contributing equally to household chores or respecting shared spaces. This can lead to frustration and tension within the living arrangement.



LET'S PRACTICE - 4

- Scenario: Parents are in disagreement about how to discipline and raise their children. One parent is more lenient, while the other is strict, causing conflicts in their parenting approach.
- Conflict: The disagreement stems from differing beliefs about what is best for the children, leading to arguments and potential confusion for the kids.



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THANK YOU!

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THANK YOU!

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