




# Managing Emotions & Resolving Conflict Full Day Program 3/21/2018

CHANGE YOUR FOCUS, CHANGE YOUR LIFE 


## Managing Emotions & Resolving Conflict

*Creating win/win scenarios to avoid lingering resentments*

**Presented by Silver Rose**  
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You get more of what you \_\_\_\_\_  
\_\_\_\_\_




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### Listening to your Emotional Messengers



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When you pay attention to something, it's like placing \_\_\_\_\_



“Could I have that, please?”

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### Change Your Focus, Change Your Life!




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Yes  
 No






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Module I




Managing Emotions  
in the Workplace


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It's work, NOT  
group therapy!!!!




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*If you \_\_\_\_\_ what  
you do, you will  
never work  
another day  
in your life.*




- Confucius

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Managing Emotions  
Three Key Elements:


- 1 \_\_\_\_\_
- 2 What's in it for you?
- 3 Tools & techniques

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Professional - characterized by or  
conforming to the \_\_\_\_\_ or  
\_\_\_\_\_ standards of a  
profession.

Synonyms:  
practiced;  
polished;  
finished;  
topnotch




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What it means to be a  
professional and the behaviors  
that match







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Professionals:


- **Keep their** \_\_\_\_\_ and, when they don't, clean it up
- Do not publicly criticize their organization, boss or co-workers
- Dress appropriately
- Set a good \_\_\_\_\_




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Professionals:


- Support the \_\_\_\_\_ & goals even when they don't agree with them (unless it is unethical or illegal to do so)
- Use appropriate \_\_\_\_\_




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Professionals know how to identify issues that clearly impact their work and those that are simply a \_\_\_\_\_




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What does this have to do with my work'



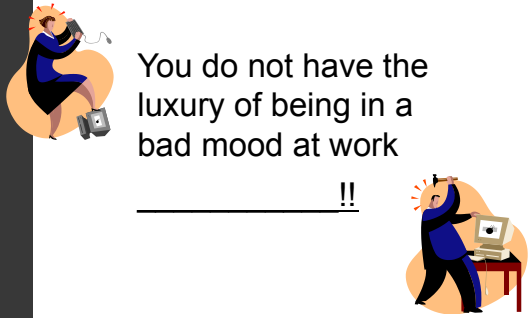
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Your co-workers are not necessarily your \_\_\_\_\_ . Stop expecting them to behave as such!




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You do not have the luxury of being in a bad mood at work \_\_\_\_\_ !!






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The show must go on!




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## Managing Emotions

### Three Key Elements:

-  Professionalism
-  \_\_\_\_\_ for you?
-  Tools & techniques


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## Emotional Intelligence

The capacity for:


- recognizing our own \_\_\_\_\_ and those of others,
- motivating ourselves and
- managing \_\_\_\_\_ well in ourselves and in our relationships.”


Dan Goleman

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## The Business Case for

- \_\_\_\_\_ as important as intellect & expertise!
- EQ can be \_\_\_\_\_
- The more complex the job, the more important EQ is to success




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## Emotional Intelligence


There will always be other people in your situation with similar IQs, learning, experience, education and skills.

Wouldn't you choose the one you like best, or the one \_\_\_\_\_


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Does your emotionalism prevent you from being fully effective on your job?

Does it keep you focused on your problems?








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## Managing Emotions

### Three Key Elements:

-  Professionalism
-  What's in it for you?
-  \_\_\_\_\_


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Life is all about the stories we make up


Are you able to separate what happened from your \_\_\_\_\_?



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Identify & diffuse your buttons



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Ways to relax quickly:

- 60-second \_\_\_\_\_
- Music
- Read
- \_\_\_\_\_




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## The Peeved Pirate


ARRGGGH!



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Ways to relax quickly:

- 3 \_\_\_\_\_ to Relief
- Exercise (walk/jog)
- Deep Breathing
- Meditation
- \_\_\_\_\_






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...please grant me the Serenity to accept the things I cannot change, the Courage to change the things I can, and the




Wisdom to know the difference.

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Worry is using your imagination to attract something you \_\_\_\_\_.

Esther Hicks

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The instinct we've all been taught to suppress:




Get \_\_\_\_\_ & stay there.

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When you master the art of professional communication, you have a key skill to become one of the most \_\_\_\_\_ team players in your organization.





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Module II

Effective \_\_\_\_\_ for:

- Relationship-Building,
- Client Service &
- Team-Building




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**3 Key Elements:**


- 1 Clear communication is \_\_\_\_\_
- 2 The power of QUESTIONS
- 3 Tools & techniques for conflict resolution



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Responding  
vs

---




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Clarify

- \_\_\_\_\_
- **detail desired**
- **results/goals**
- **assumptions**
- \_\_\_\_\_
- **background data**
- **time available**

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Meet them where they \_\_\_\_\_  
(not where you \_\_\_\_\_ them  
to be.)



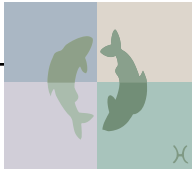
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Be most interested in finding  
the best way, not in having  
your \_\_\_\_\_ way.

Coach John Wooden

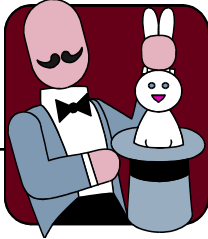
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Learn to separate  
the \_\_\_\_\_  
from the \_\_\_\_\_  
(including YOU!)




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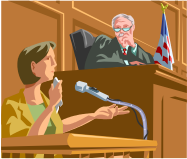
Question  
your \_\_\_\_\_







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**Court of Law Rule:**  
If you could not prove it in a court of law, you \_\_\_\_\_!



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Ask yourself, "Is this any of my business?" If the answer is "no," \_\_\_\_\_!  
\_\_\_\_\_!




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**Communication**


Words  
Tone  
**BODY LANGUAGE!!**




Albert Mehrabian, Ph.D., UCLA Professor

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**Body Language**




- \_\_\_\_\_ stance
- Nod head
- \_\_\_\_\_ are important
- Honor personal space
- \_\_\_\_\_ to create affinity


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**3 Key Elements:**

- 1 Clear communication is key to relationship building & teamwork
- 2 The power of \_\_\_\_\_
- 3 Tools & techniques

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"An answer to a question no one asked is a \_\_\_\_\_ answer."



Esther Hicks  
Author & Mentor







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**Meg Wheatley:** There are 3 things we do with a solution someone has given us:

1. \_\_\_\_\_ it
2. \_\_\_\_\_ it
3. \_\_\_\_\_ it

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Master the art of asking \_\_\_\_\_.




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Six Basic Questions



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Once you ask a question,




\_\_\_\_\_


\_\_\_\_\_

!!!!!!

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Prepare your questions in advance

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**3 Key Elements:**

- 1 Clear communication is key to relationship building & teamwork
- 2 Use QUESTIONS, not suggestions
- 3 Tools & techniques for \_\_\_\_\_ resolution




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**Definition of an “upset:”**

**an unfulfilled**

\_\_\_\_\_.

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**Reasons People Get Upset/Angry**

- No one is \_\_\_\_\_
- Indifference
- Unfulfilled expectation
- \_\_\_\_\_
- HUMILIATION (due to any or all of the above)

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**Learn How To Listen**

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**Cooling Down an Upset Person**

1. Give him your full \_\_\_\_\_.
2. Listen, and \_\_\_\_\_listen.
3. Acknowledge his frustration.
4. Restate your understanding
5. Apologize with sincerity.
6. Tell him what you \_\_\_\_\_do.

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**Phrases to Lower the Heat**


<b>DON'T</b>	<b>DO</b>
• <b>I don't know</b> what you're talking about	• Let me make sure I _____
• Why didn't you...?	• <b>Here's how I</b> _____help...
• I can't do that.	• <b>I CAN</b> do...

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**When it Gets Personal**

- Don't \_\_\_\_\_; keep calm.
- Get specific examples by asking \_\_\_\_\_.
- Summarize and clarify.
- \_\_\_\_\_the attacks - they're just trying to pick a fight.



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### Take the Offensive


- Indicate your positive intent - "I'm committed to working this out."
- Be specific about the behavior. - "\_\_\_\_\_ conversations take on an angry tone..."
- Describe the impact of the behavior ("I" statements) - "\_\_\_\_\_ disrespected."

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Don't step over the \_\_\_\_\_



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Don't " \_\_\_\_\_ "

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Don't pretend to know something. Ask for \_\_\_\_\_.




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### Tips & Techniques for Handling Interrupters:

- \_\_\_\_\_ & come around your desk
- Set a time frame
- Schedule an \_\_\_\_\_
- Have a clipboard for messages
- Hide in order to work on projects


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### Dealing With Aggression

If you tend to be passive:  
Passivity invites aggression.  
Interact in a way that feels \_\_\_\_\_ to you.  
This stops \_\_\_\_\_.




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### Dealing With Aggression

If you tend to be aggressive:  
Be careful about \_\_\_\_\_.  
Physically, \_\_\_\_\_.


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### Complainers

- Feel helpless - make them part of the \_\_\_\_\_.
- Listen for their main points.
- Clarify.
- Shift the focus to a solution.
- Show them the future.
- If none of this works, draw the line.

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### The key is to focus on what \_\_\_\_\_ can control



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### Listen to Your Emotional Messengers



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Email me:  
[Silver@SilverSpeaks.com](mailto:Silver@SilverSpeaks.com)

I am happy to send to you:

- These handouts
- My Blog

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### List 1-2 Action Steps

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_





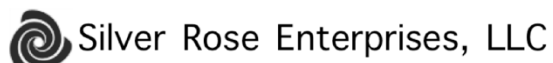
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“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

- Maya Angelou



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