



# Managing Conflict

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NHS Dumfries and  
Galloway

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# INTRODUCTION

Welcome to this one hour workshop on Managing Conflict.

The goal of the session today is to share some practical, evidence-based tips and tricks on Managing Conflict.





# INTRODUCTION

1 Agenda

2 Etiquette

3 Poll

- Mediation and Negotiation Skills
- Break Out Session
- Persuasion
- Break Out Session
- Conclude

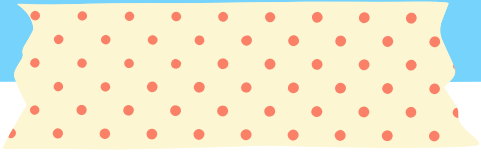


# INTRODUCTION

1 Agenda

2 Etiquette

3 Poll

- 
- Cameras and mics off (unless speaking)
  - Hands up to speak
  - Reactions welcome
  - Chat function open



# INTRODUCTION

1 Agenda

2 Etiquette

3 Poll

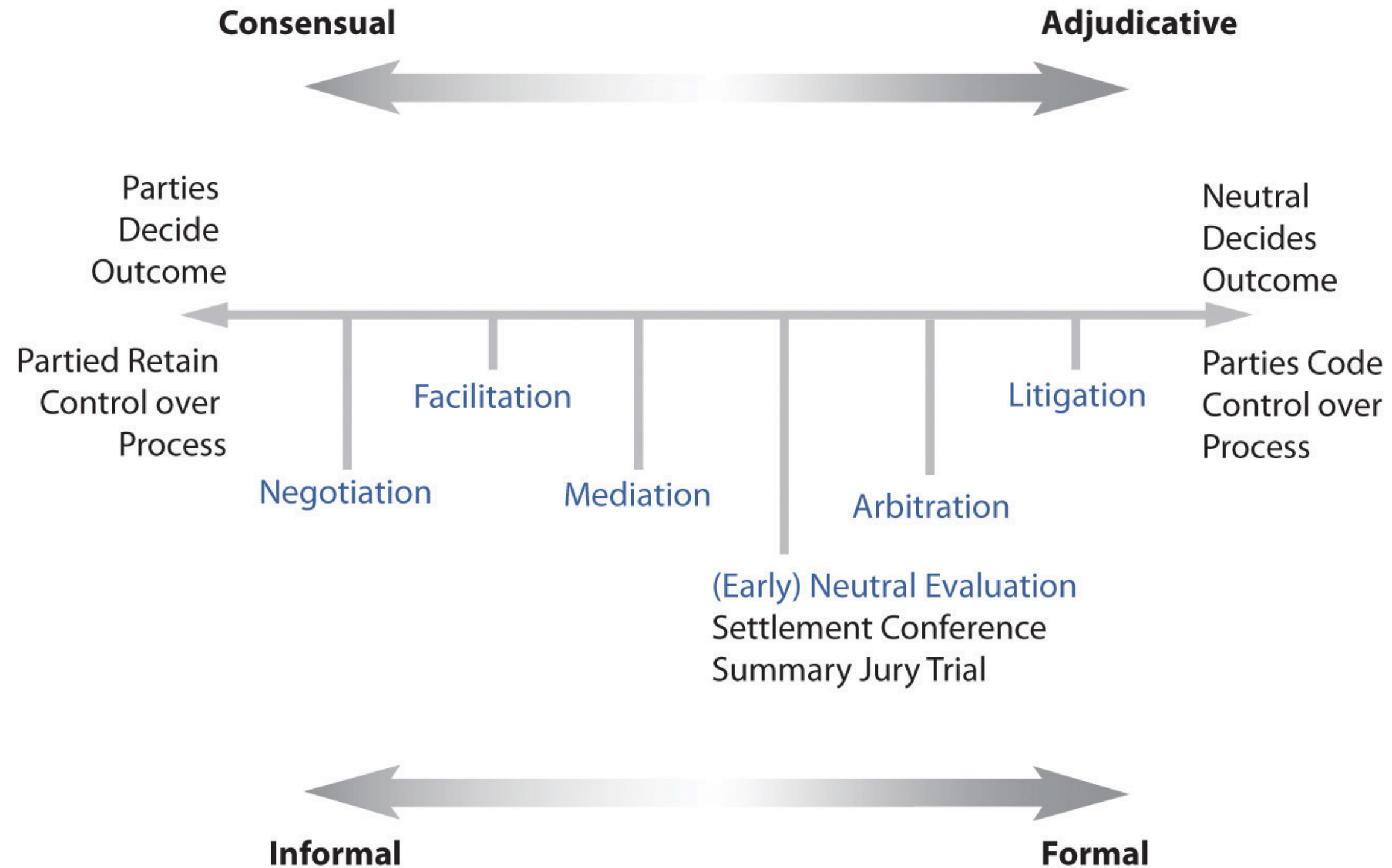
How comfortable are you dealing with conflict in a professional capacity?



**MEDIATION  
AND  
NEGOTIATION  
SKILLS**



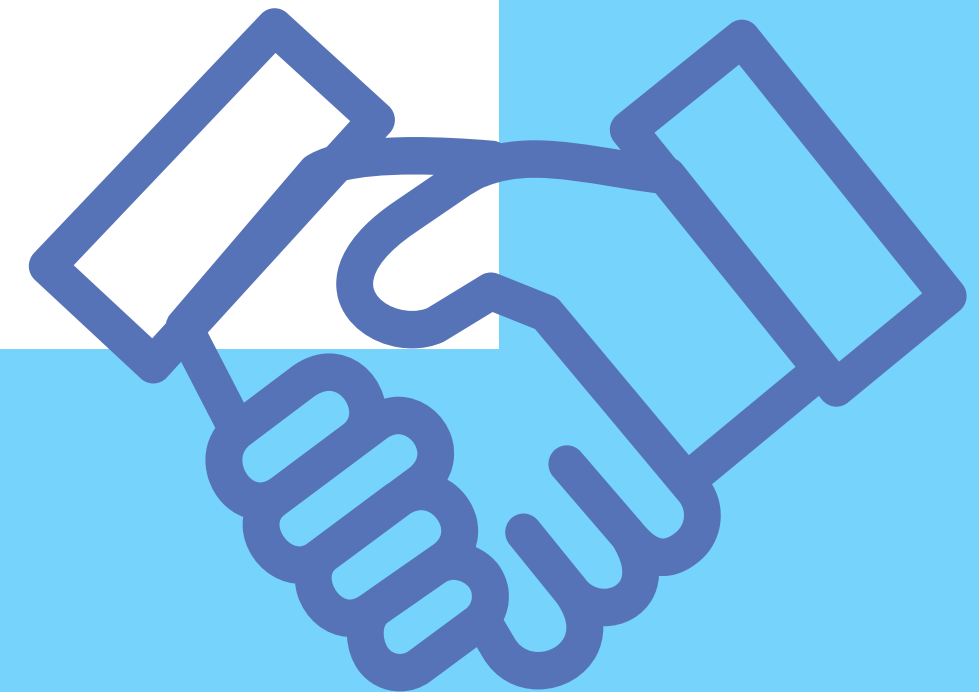
# The ADR Continuum



*Adapted from New York State Unified Court System*



**Parties discuss areas of disagreement, with the intention of agreeing a way forward.**





The diagram consists of two large triangles that overlap at their bottom vertices. Each large triangle is composed of a white top section and a dark teal bottom section. The white sections are labeled 'Position', and the teal sections are labeled 'Interests'. The overlapping area at the bottom is a smaller triangle with a light green fill, labeled 'Mutual Interests'. The entire diagram is set against a light blue background.

Position

Position

Interests

Interests

Mutual  
Interests

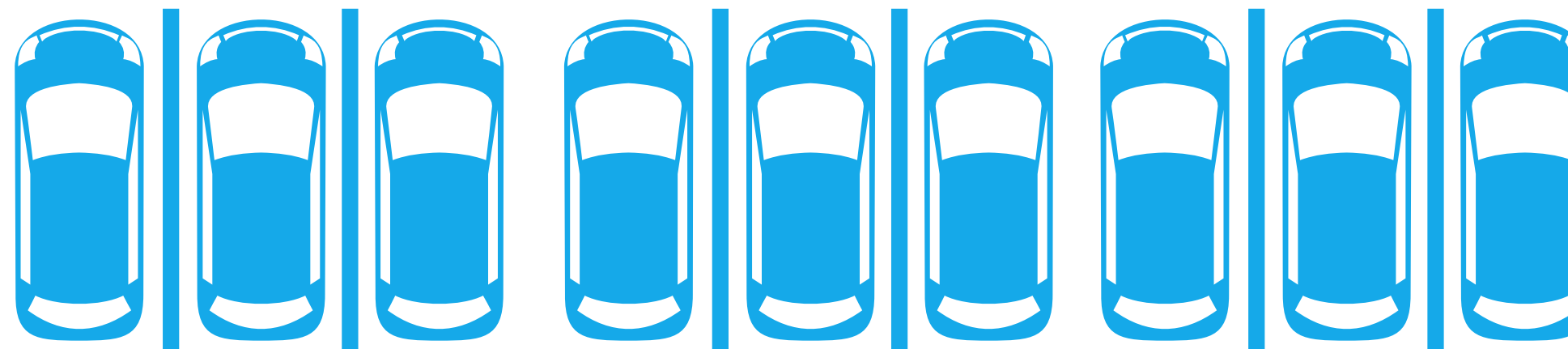
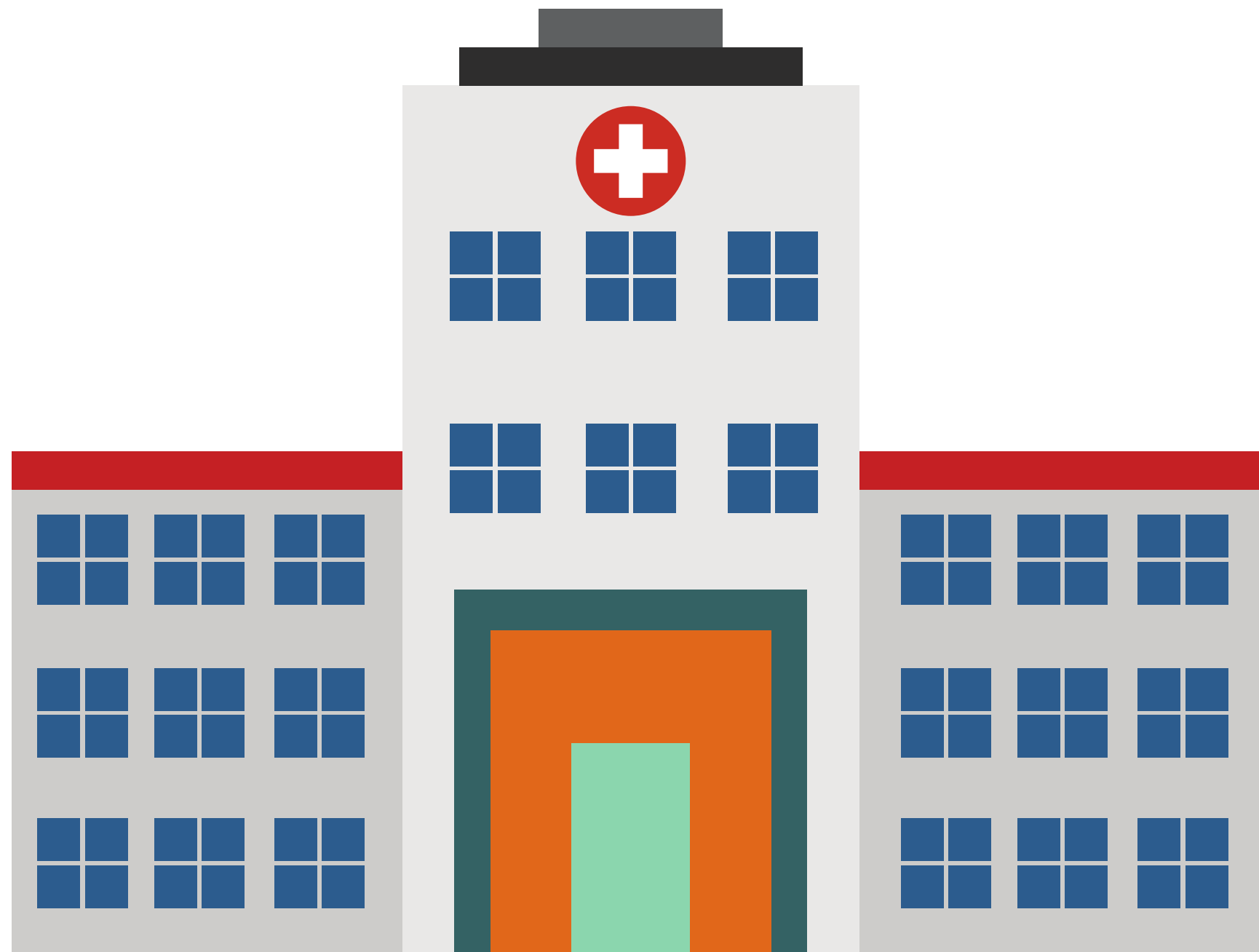
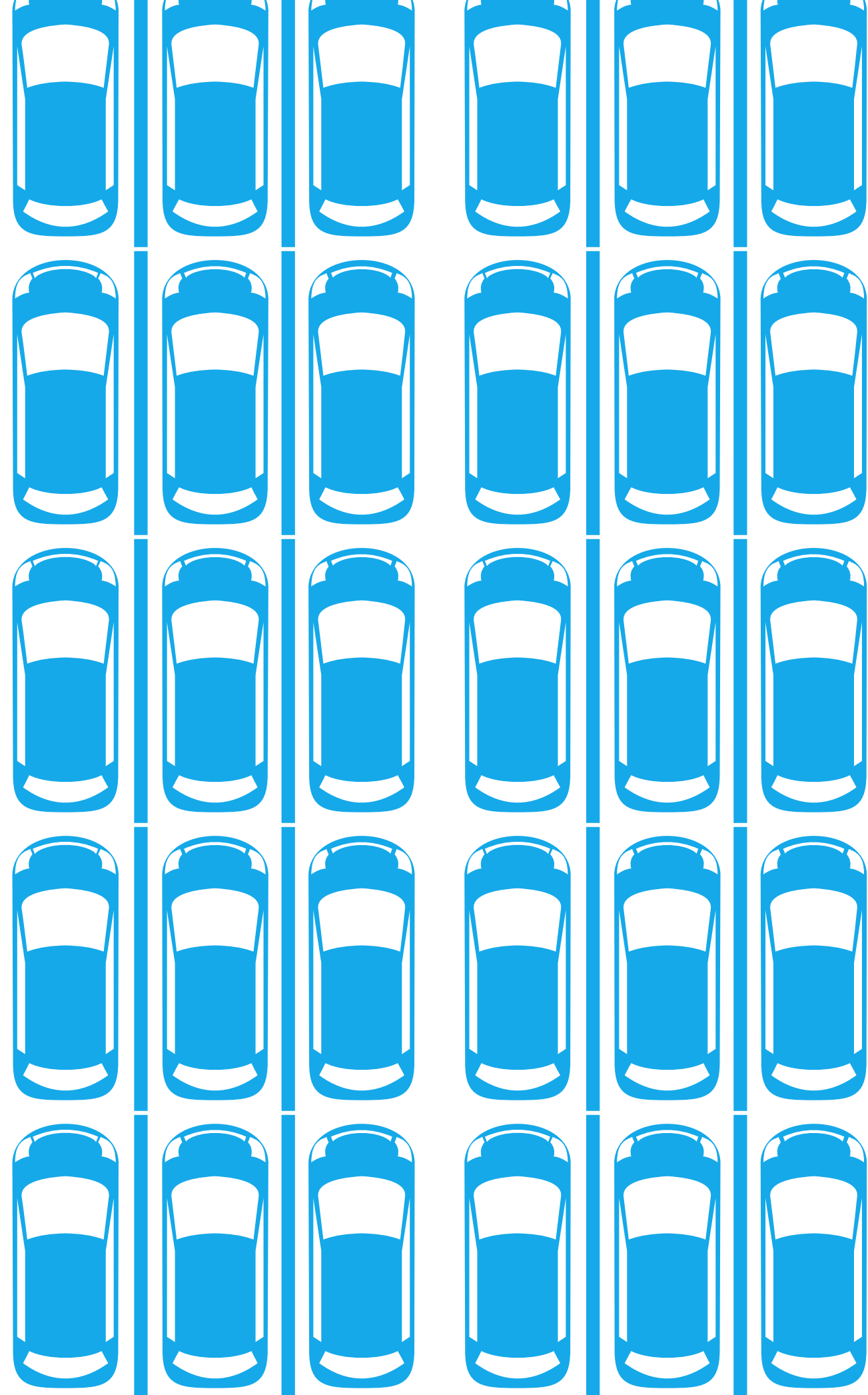
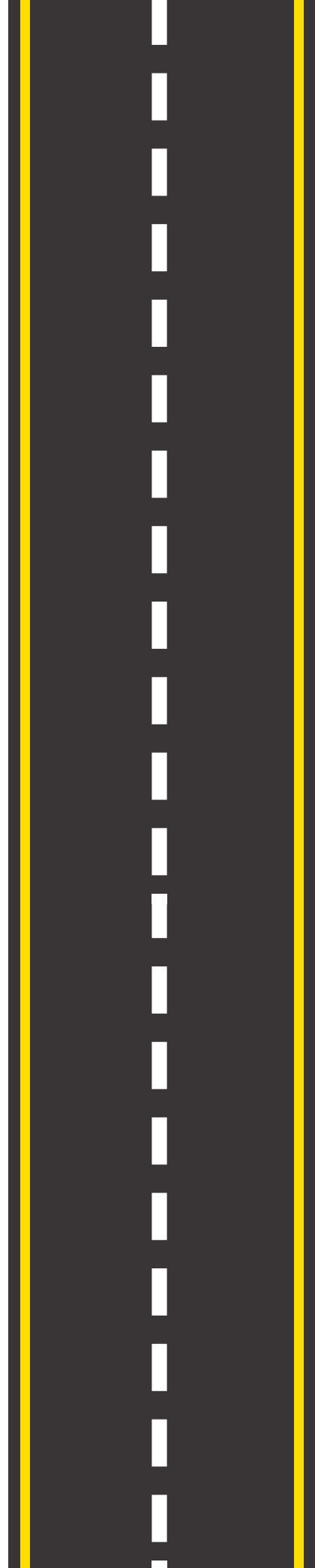
New York, E. M. Smith  
10 de agosto de 1917

Señor don Basilio Pargués  
Calle Habana, Cuba.

Muy señor mío  
Acabamos de recibir los dos muestros de  
café de primera que ha traído Ud. La  
bondad de los resultados.

Los datos recibidos de mucha cosecha  
convienen y respondemos a Ud. que viene  
en primer lugar los 400 qq. por lo  
o menos que de las muestros de  
reclamo. Esperamos que así los  
cargará Ud. en el puerto al precio más  
conveniente posible.

Quedamos en la mayor consideración,  
atentamente  
J. S. S.  
Smith Ball y Co.











Nueva York, E. U. A.  
10 de agosto de 1917

Señor don Basilio Bargas  
La Habana, Cuba.

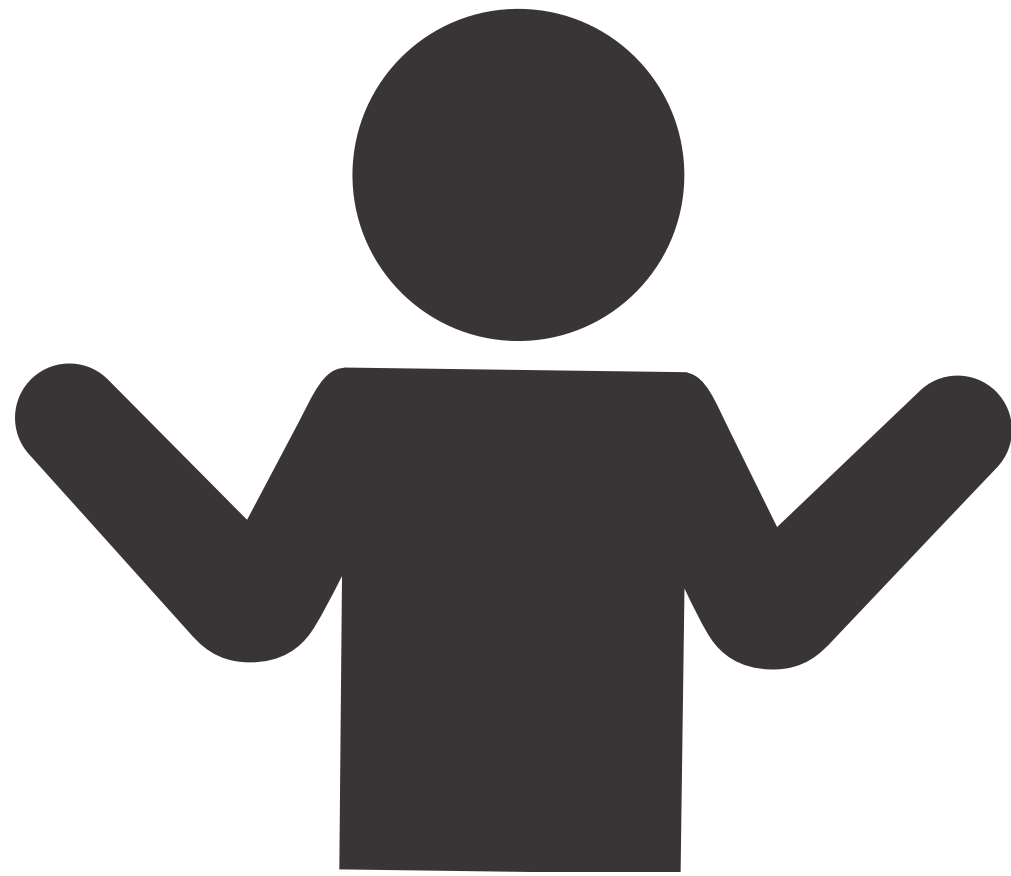
Muy señor mío

Acabamos de recibir los dos montes de  
café refinado que ha traido de la  
Compañía de Comercio.

Los datos de dichos dos montes son  
cerca de 400 qq. y pesan como  
se ve en los papeles que se adjuntan  
o menos que de los montes de  
café que se adjuntan que son los  
cargos de 100 qq. cada uno al precio más  
ventajoso posible.

Quedamos con la mayor consideración,  
atentamente  
S. S.  
Smith Ball y Cia







The diagram consists of two large triangles that overlap at their bottom vertices. Each large triangle is composed of a white top section and a dark teal bottom section. The white sections are labeled 'Position', and the dark teal sections are labeled 'Interests'. The overlapping area at the bottom is a smaller triangle with a light green fill, labeled 'Mutual Interests'. The entire diagram is set against a light blue background.

Position

Position

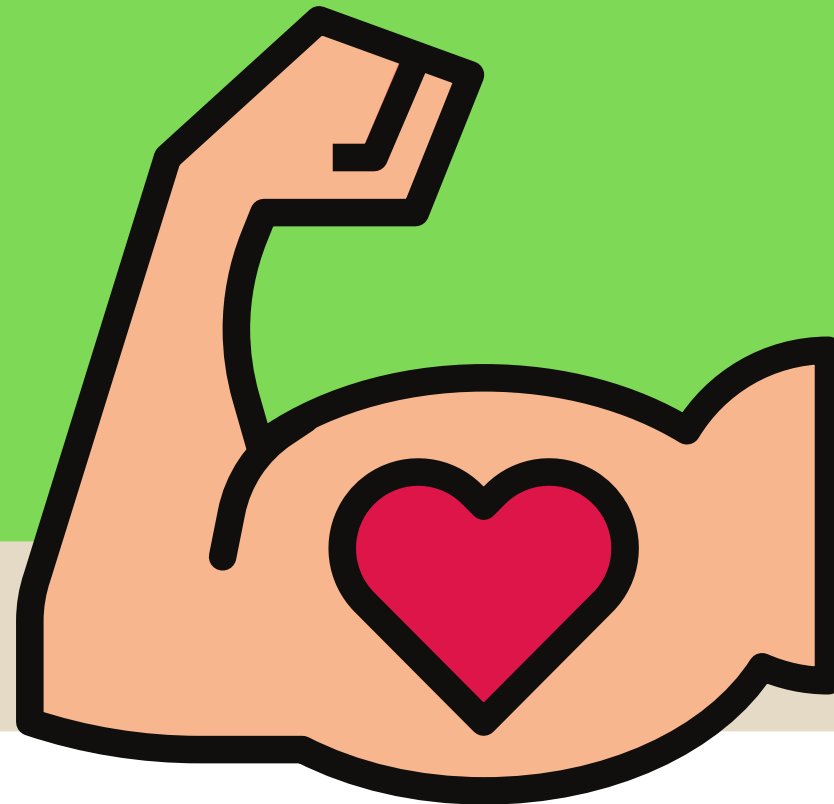
Interests

Interests

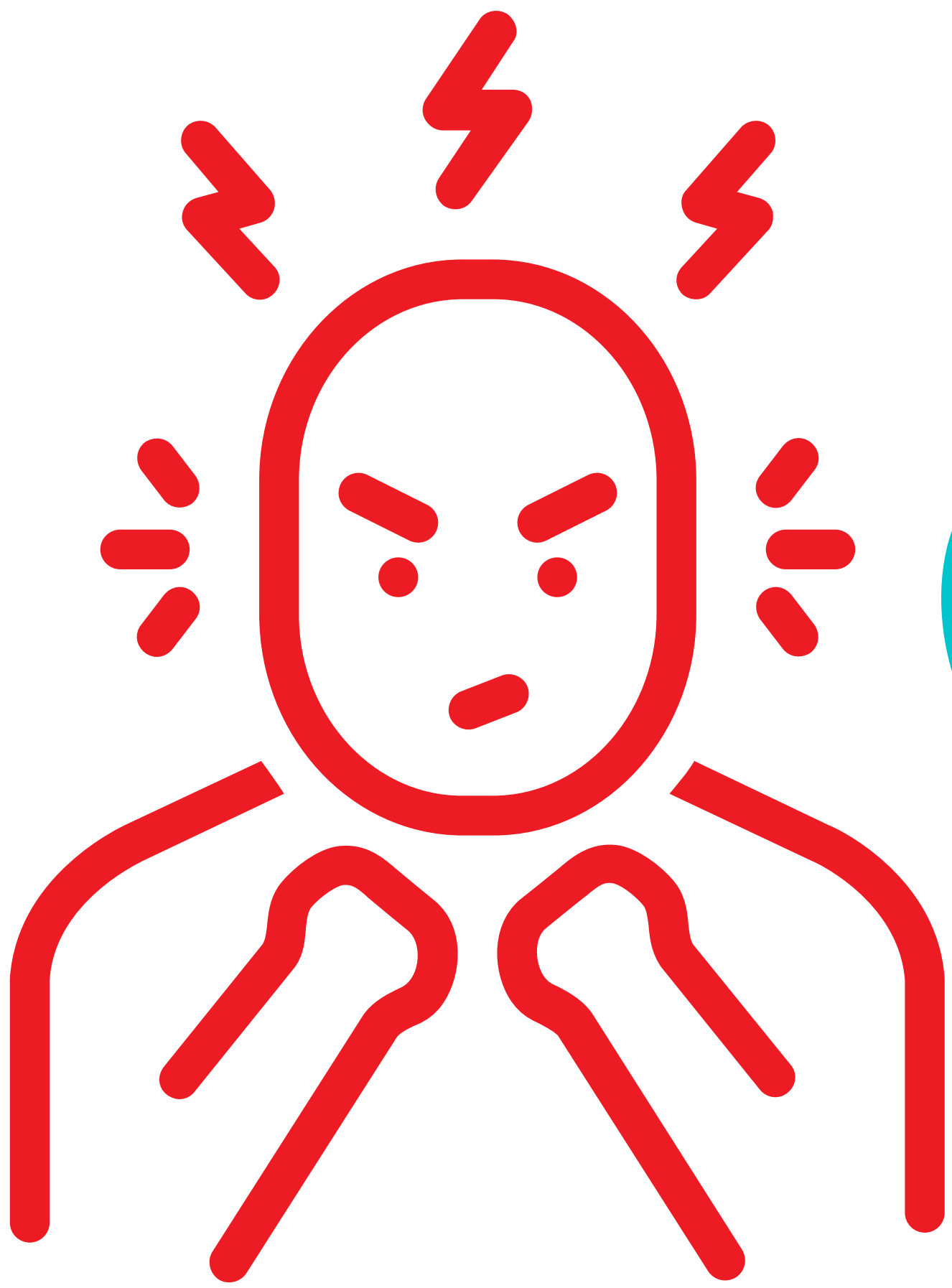
Mutual  
Interests

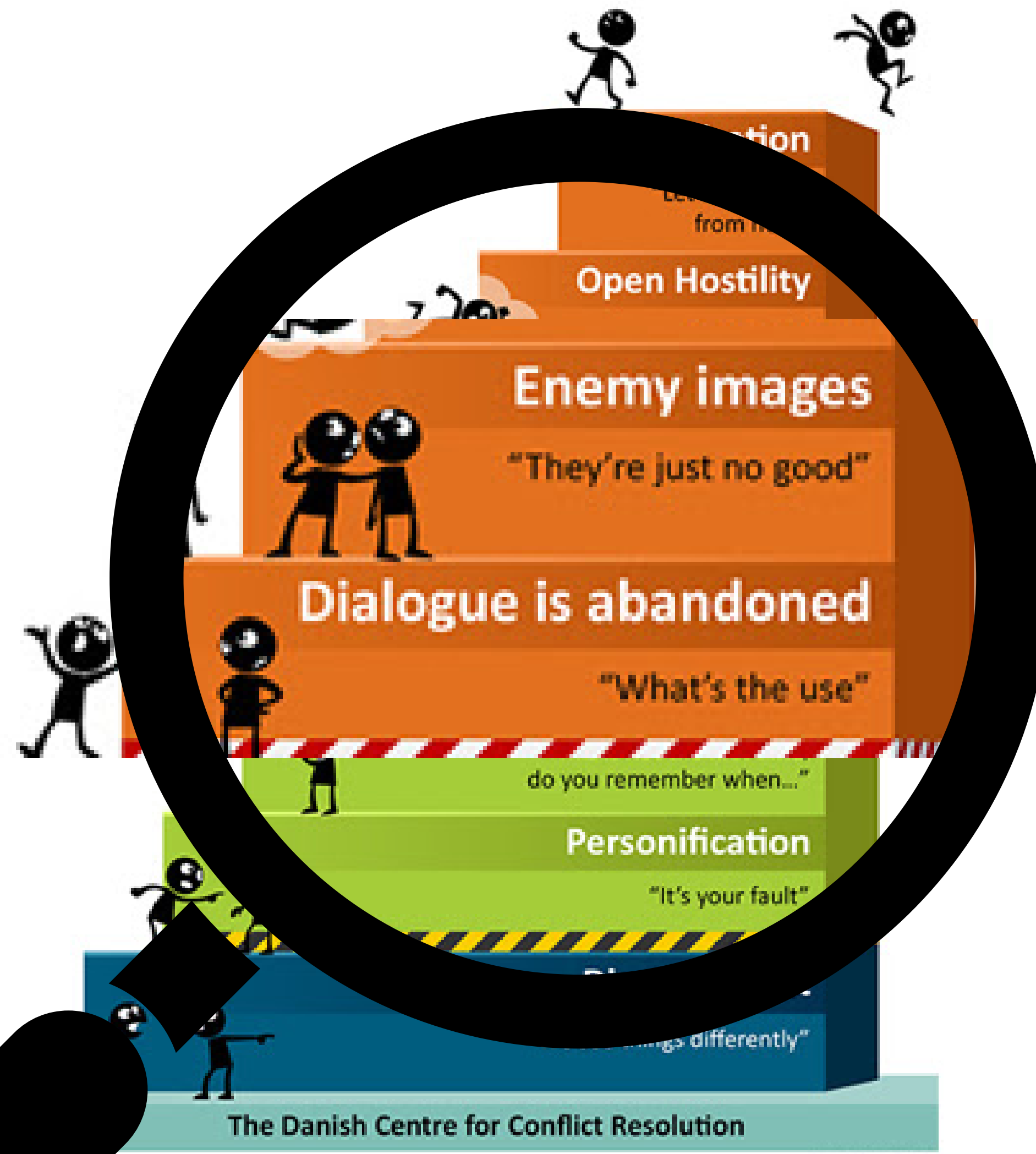
Top Tip

BE  
BRAVE









...tion  
... from the

Open Hostility

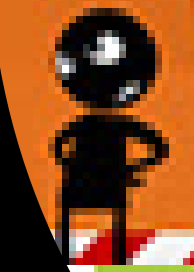
Enemy images

"They're just no good"



Dialogue is abandoned

"What's the use"



do you remember when..."

Personification

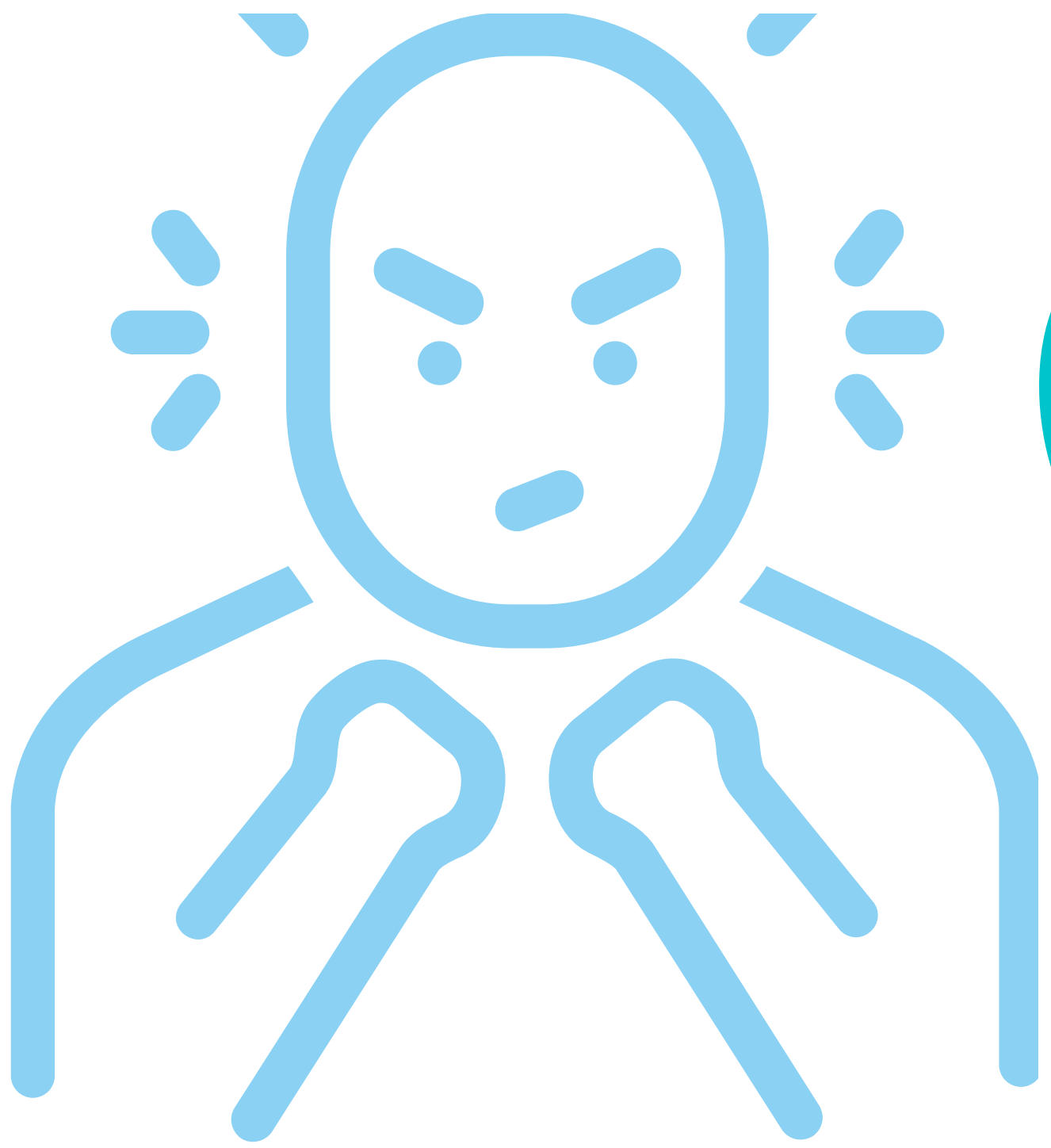
"It's your fault"



... things differently"

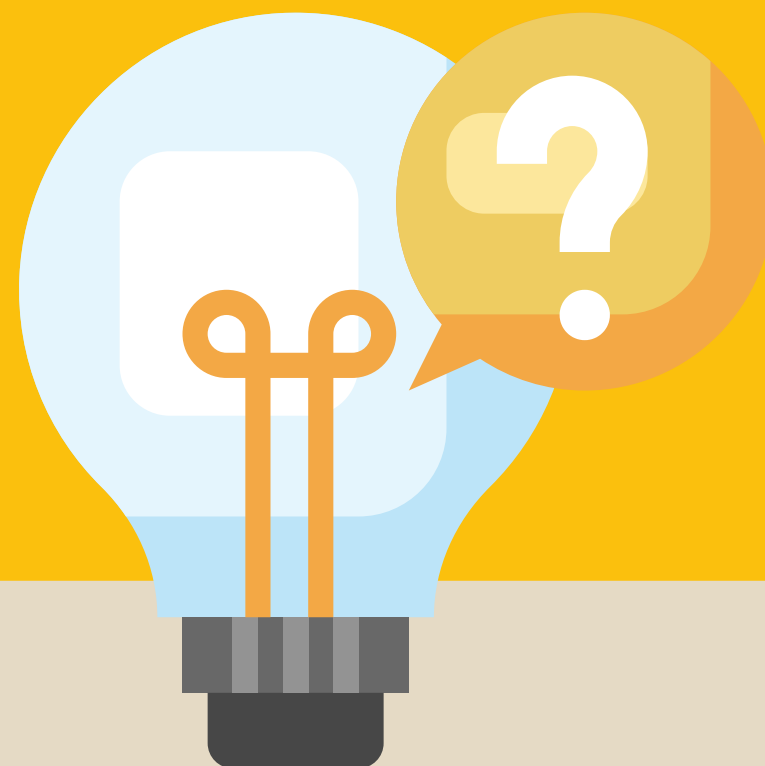






Top Tip

BE  
CURIOUS









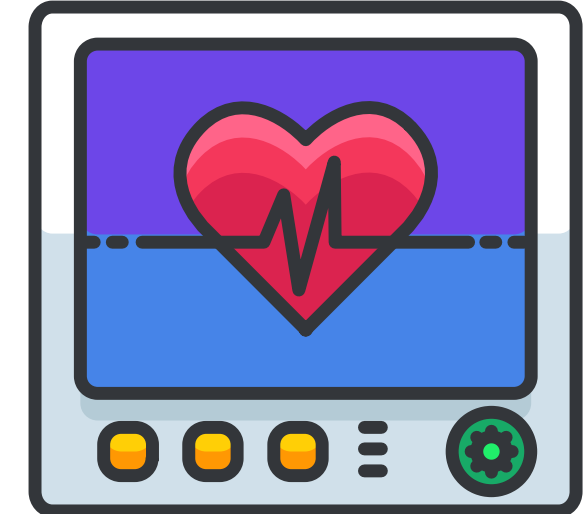
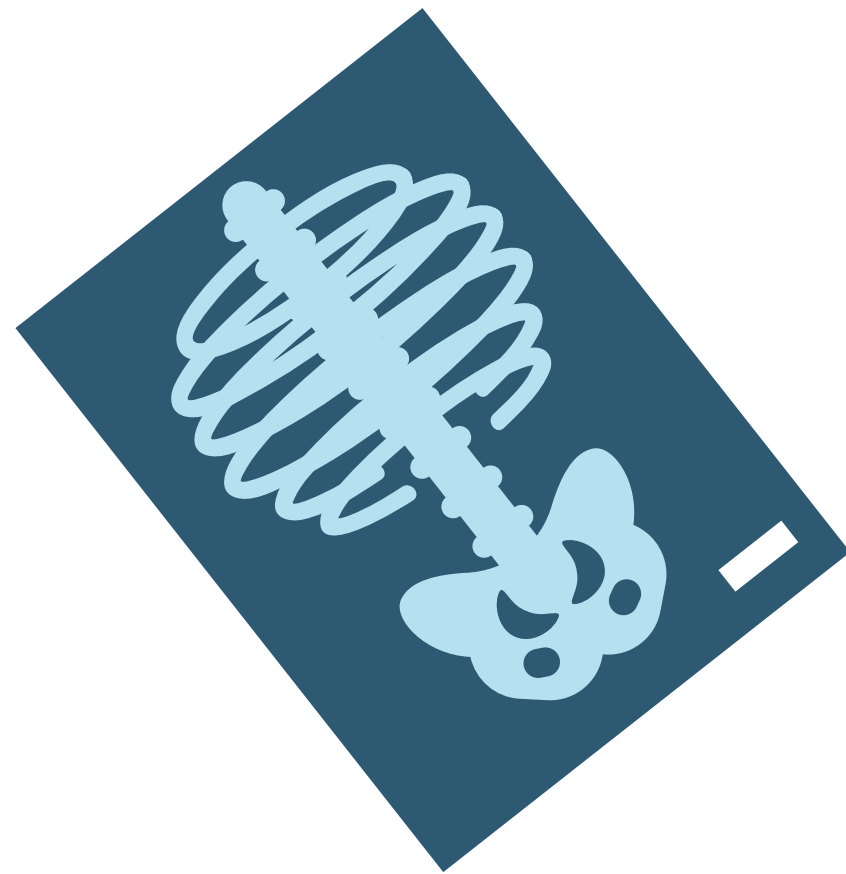
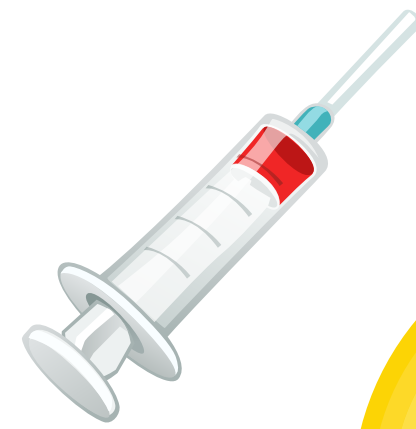


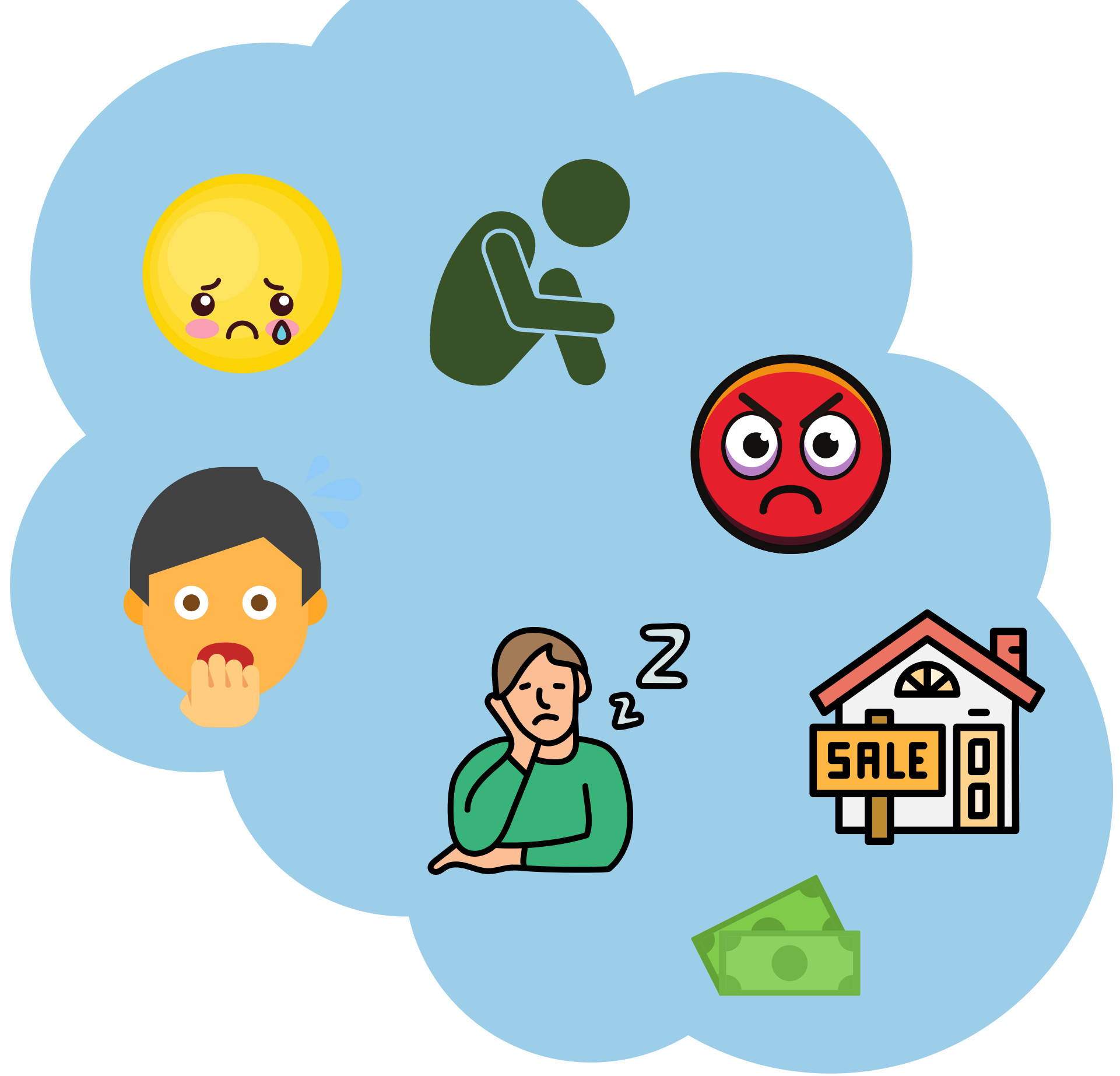
***Colonel  
Winston***

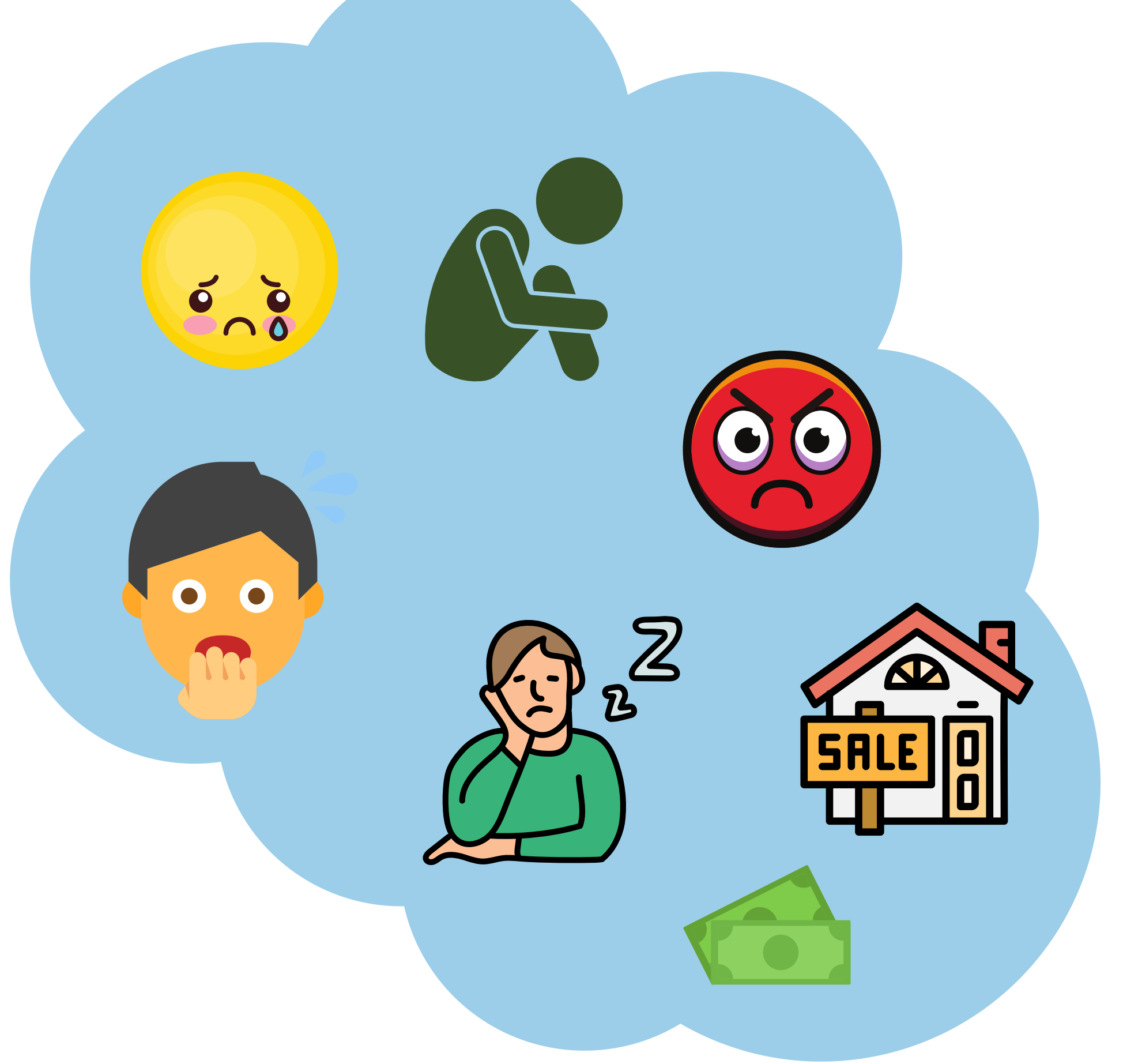


***Barbara***









Top Tip

BE  
KIND







New York, E. U. S.  
10 de agosto de 1917

Señor don Basilio Prager  
Calle Habana, Cuba.

Muy señor mío

Acabamos de recibir las dos muestras de  
apenas afinado que ha traído Ud. La  
bondad de recibirlo.

Las clases de dicho de muestra son  
convinos y algunos a Ud. nos viene  
en primer lugar los 400 gr. por más  
o menos que de las mismas de  
restan. Esperamos que nos las  
cargará Ud. en el precio más  
conveniente posible.

Quedamos en la mayor consideración,  
atentos y S. S.  
Smith Ball y Ca



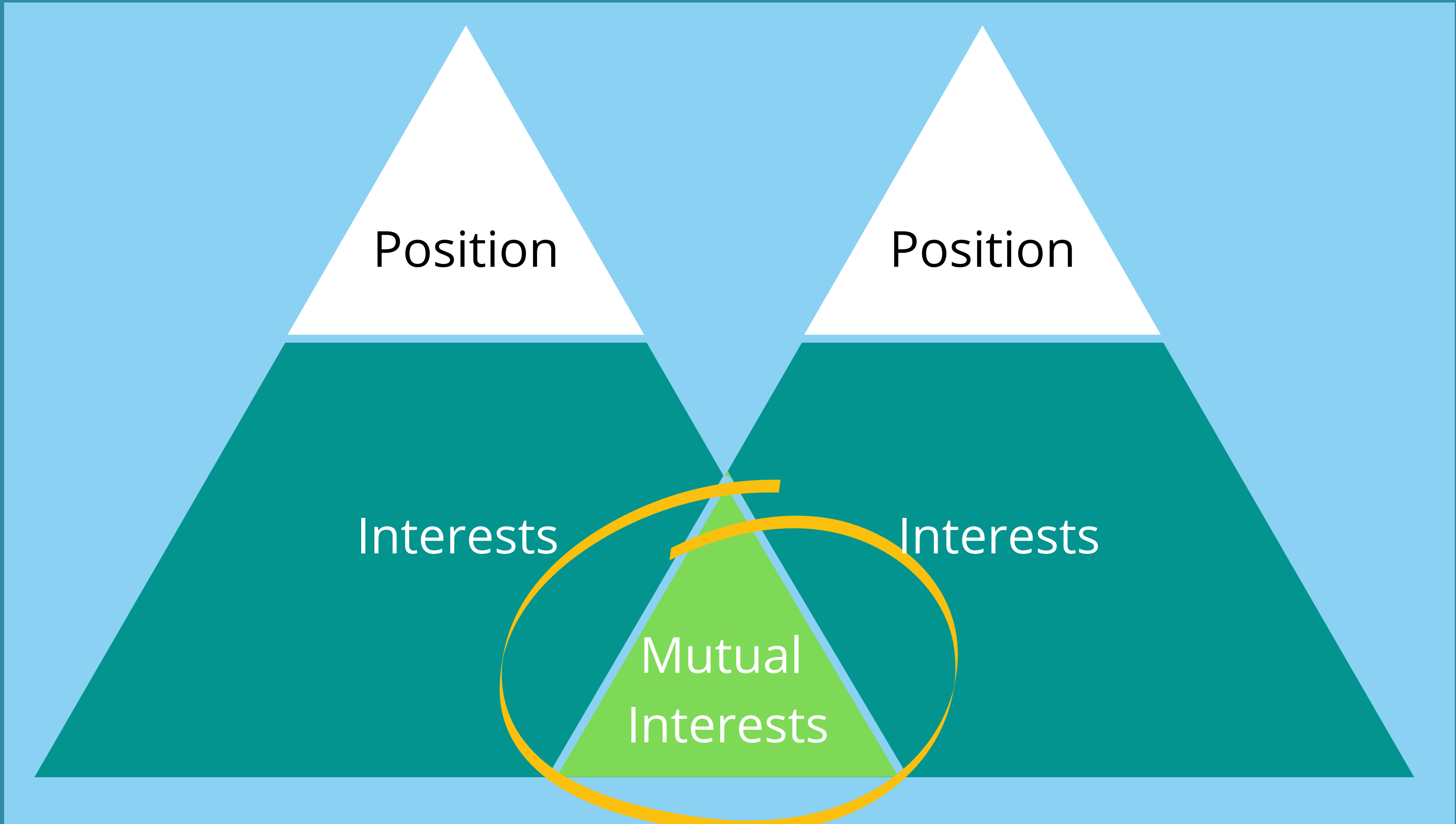
Position

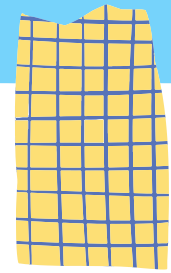
Position

Interests

Interests

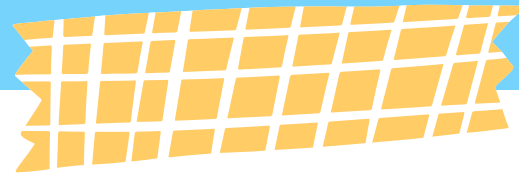
Mutual  
Interests





**BREAK  
OUT**

What are our  
shared interests?



# PERSUASION






Science Of Persuasion



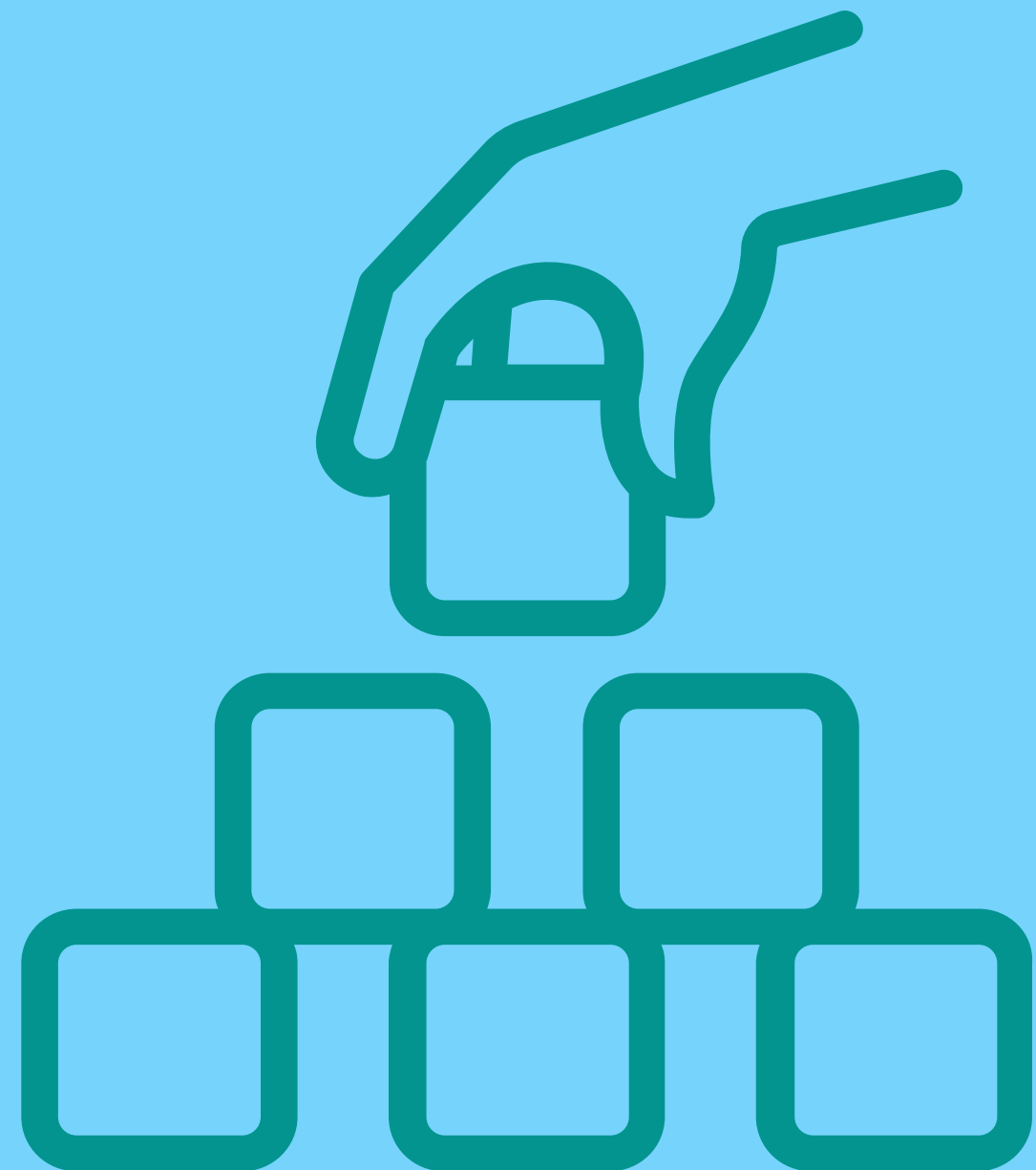
Share



Watch on  YouTube

- 
- 
- 
- 

# CONSISTENCY



Getting active,  
voluntary,  
public  
commitments.  
Ideally in  
writing.



yes

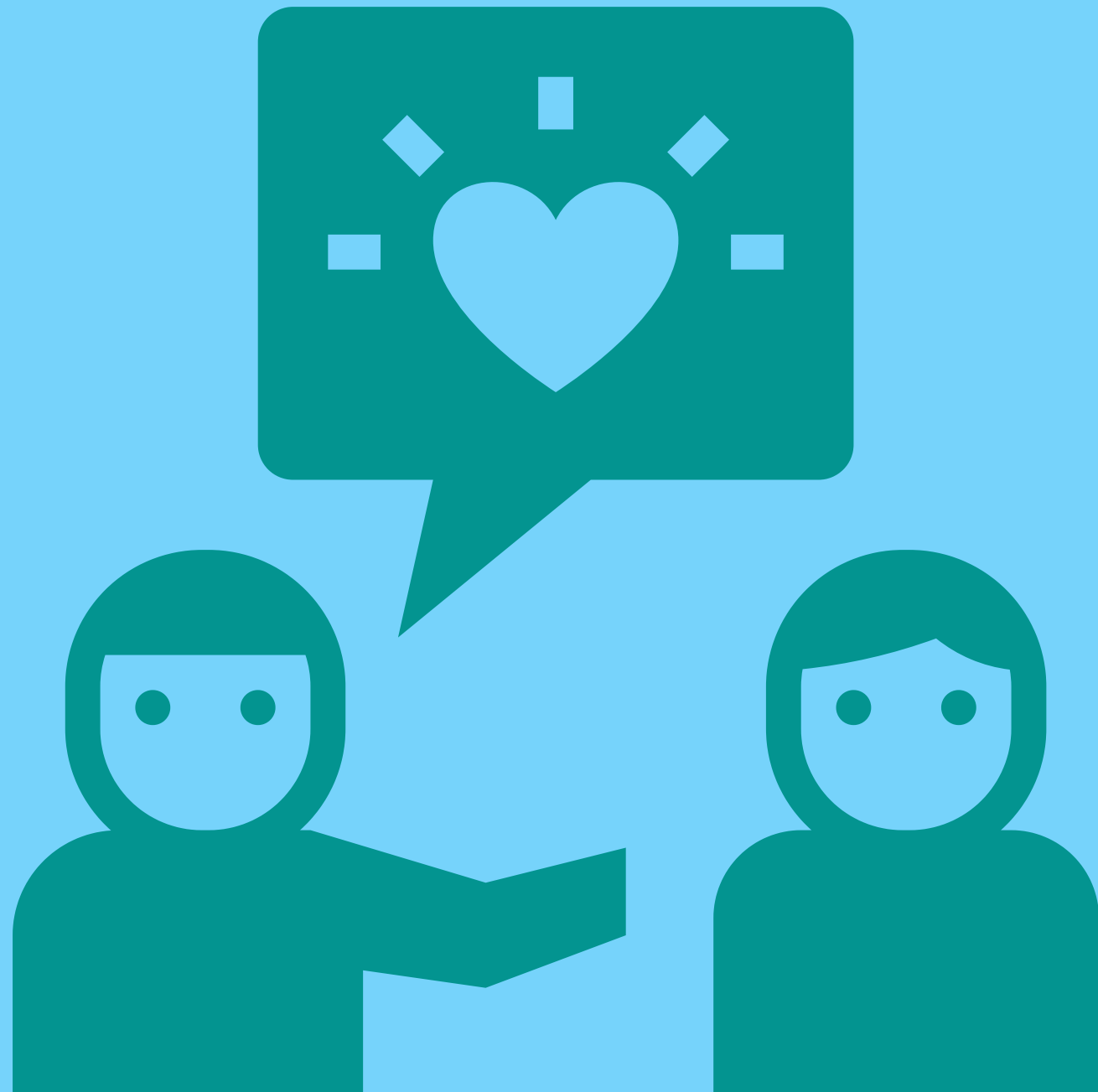




**'WOULD YOU BE WILLING...'**



# LIKING



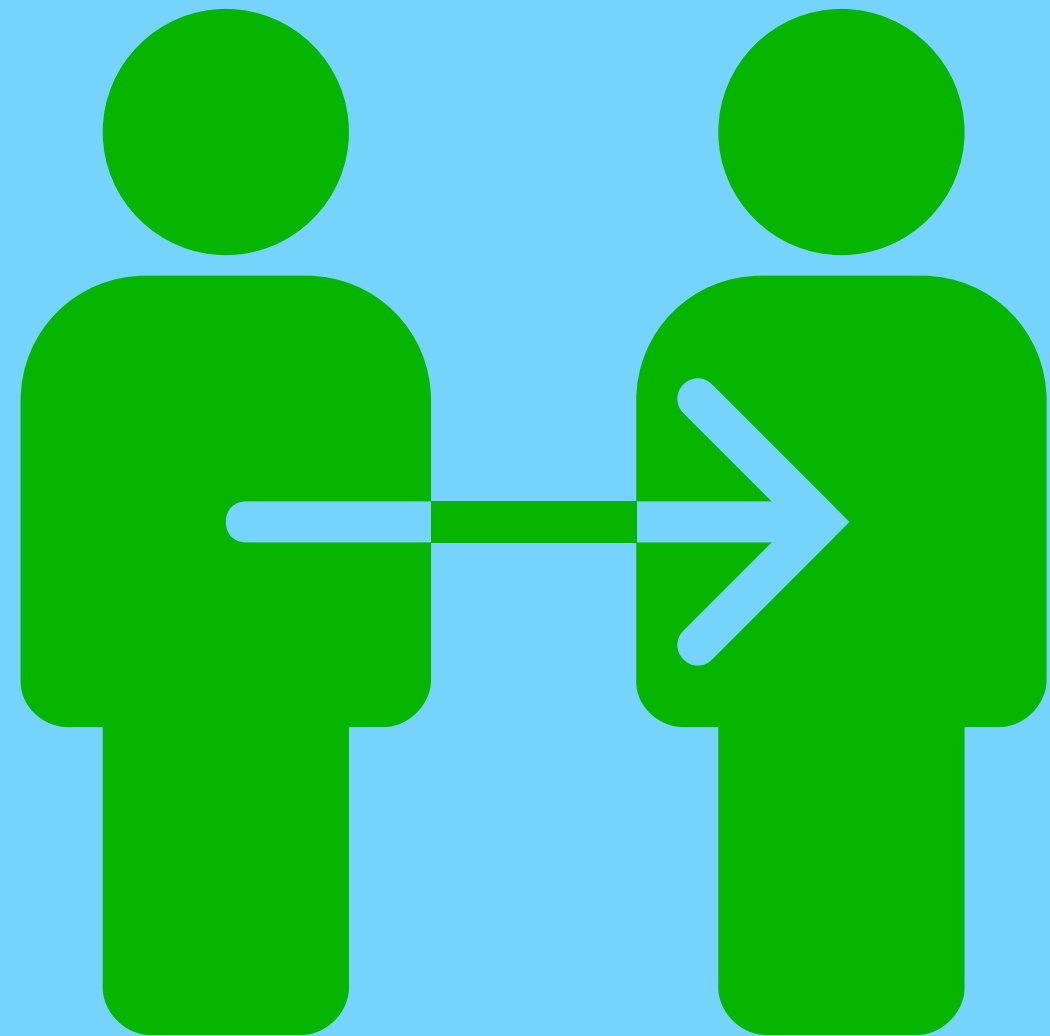
More likely to say  
yes to those we like.  
We like those that  
are:

- Similar to us
- Compliment Us
- Cooperate



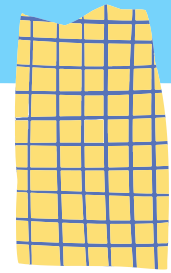
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# CONSENSUS



'Most people..'

Especially  
effective when  
sharing what  
similar others are  
doing.



# **BREAK OUT**

What are your  
take aways from  
the session?



# CONCLUDE



1 Poll



How comfortable are you dealing with conflict in a professional capacity?



# MORE INFO

1

Getting to Yes (book)

Roger Fisher and William Ury

2

Science of Persuasion

<https://youtu.be/cFdCzN7RYbw>

3

The science of analysing conversation

<https://youtu.be/MtOG5PK8xDA>

4

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**THANK  
YOU!**