



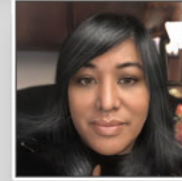
**(IBR) INTEREST – BASED
RELATIONAL APPROACH TO
CONFLICT RESOLUTION**

**WORKING REMOTELY AT HOME
DURING THE COVID-19
PANDEMIC**

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Emphasis in Mediation & Conflict Resolution

5 STEPS TO IMPROVE COMMUNICATION

WORKING AT HOME DURING COVID-19



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An Interest-Based Relational Approach to Conflict Resolution

Balancing working from home and keeping a strong healthy working relationship with co/workers & family during a conflict or disagreement.

It's undeniable that working from home can provide many great benefits. Better work-life balance, less commute stress, money savings, customizable office space and a positive environmental impact. While the benefits clearly outweigh the negatives, conflicts are a natural part of both the work and home environments. Whether there's an issue is between you and a loved ones or co/worker, conflicts must be resolved in order for progress to continue forward. This presentation will dive into the deep end of the issues being encountered and explore an easy to follow interest-based relational approach to conflict resolution.

Join this talk on 10/20 at 3:00pm; Meeting Id: 921 0646 7165 

Conflict does not discriminate, it can happen in many different setting.

It can affect your family, friends, an co workers & your community

It can take a toll on your health, relationships & your over all wellbeing

Knowing how to manage conflict can lead to a successful outcome

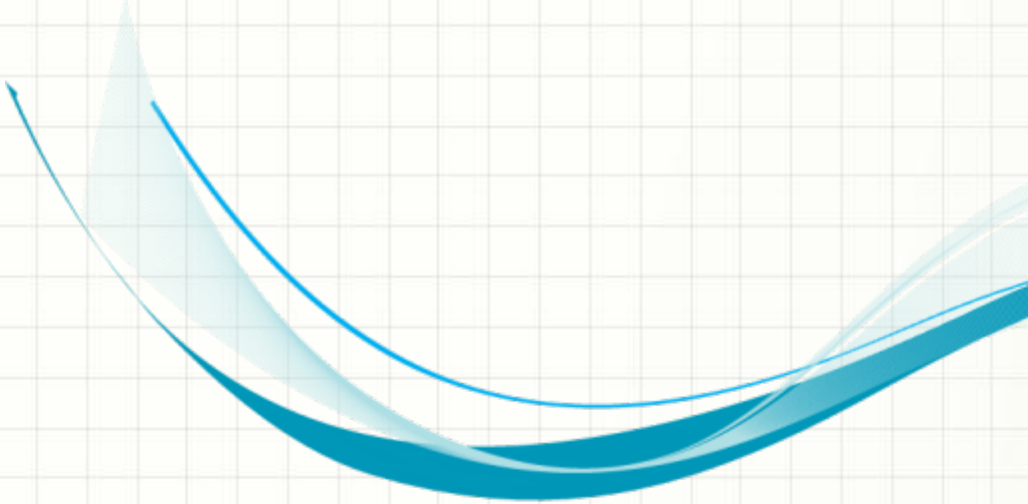


A Better Approach to Conflict Resolution (IBR) Interest – Based Relational Approach to Conflict Resolution

- Respects Individual Differences
- Helps in avoiding a locked position
- Know the differences from other conflict styles
 - Avoidance, Assertiveness, Collaboration, Competitiveness and Compromising.



What Conflict Resolution helps you do



The Guidelines for Using
Interest – Based
Relational Conflict
Resolution

Steps...

1

- Make sure a good relationship is the first priority

2

- Keep people and problems separate

3

- Pay attention to the problems presented

Make the Relationship the Priority

- Be Calm
- Be Respectful & Courteous
- Remain Constructive Under Pressure

NO
YELLING
ZONE

30 CALM DOWN TIPS

- | | |
|-------------------------------------|-------------------------------------|
| Take a Time-Out | Take a Bath |
| Drink a Glass of Cold Water | Water the Lawn / Flowers |
| Say "I Love You" 10-20 Times Aloud | Take 10 Deep Breaths |
| Hug Your Child | Run Your Hands Under Water |
| Turn on Music and Dance | Cuddle with Your Child |
| Hold a Yoga Pose | Hug Your Dog (or Cat) |
| Scream It Out in the Car (w/o kids) | Start Laughing |
| Go for a Walk | Cover Your Mouth with Both Hands |
| Splash Your Face with Water | Write in Your Journal |
| Jump in the Shower | Close Your Eyes & Picture The Ocean |
| Listen to a Podcast | Do Jumping Jacks or Push Ups |
| Turn on a Mindful Meditation | Start Smiling & Hold It |
| Mow the Lawn | Blow Bubbles |
| Chew on Gum or Candy | Count to 100, Or 1,000 |
| Look at Happy Pictures of Your Kids | Start Talking in a Funny Voice |

Keep People and Problems Separate

- Recognize that the other person is not being difficult
- Know there are real problems & differences that are behind the conflict
- Separate the problem from the person
- Issues can be resolved without ruining relationships
- Separate the “performer” from the “performance”

Pay Close Attention To The Interests That Are Being Presented

- Listen First; Talk Second
 - Understand where the other person is coming from first before defending your position
- Set Out the Facts
 - Agree & Establish an Objective
 - Assess observable elements that will have a impact on the decision
- Explore Options Together
 - Be open to the idea that a third position may exist
 - Together you will get to an idea jointly



Setting a **New** **Environment** for Resolving Conflict



COMING TOGETHER IS A
BEGINNING
KEEPING TOGETHER IS
PROGRESS
WORKING TOGETHER IS
SUCCESS

Keeping Discussions Positive and Constructive

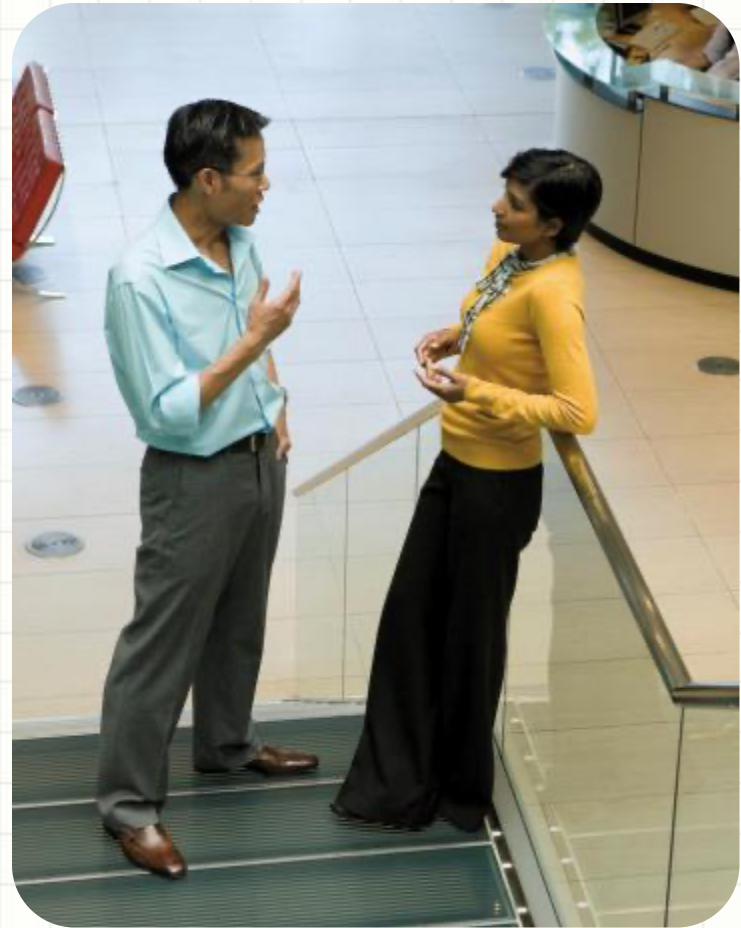
- By following these guidelines of Interest-Based Relational Conflict Resolution it will help to prevent antagonism and dislike that leads to conflict and causing conflict to escalate and spin out of control



Using the Conflict Resolution Tool

Step One: Setting the Scene

- Agree to the IBR Approach
- Be sure people understand that conflict may be a mutual problem that can be resolved through a healthy discussion and negotiation rather than raw aggression
- Be clear both parties are presenting different perspectives of the problem
- Use Active listening
- Restate, paraphrase, summarize using an adult, assertive approach rather than submissive or aggressive style



Step Two: Gather Information

- Goal is to get underlying interests, needs, and concerns out
- Get other persons viewpoints and confirm that you respect their opinion and need cooperation to solve the problem
- Recognize that every conflict is a story waiting to be told
- Understand the motivations and goals, and see how your actions may be affecting these
- Try and Understand the conflict in objective terms: How is this affecting work performance? What damage is created to services provided? How is it disrupting team work? Where is it dampering decision-making?
- Be sure to focus on work issues and leave personalities out of the discussion
- Listen with empathy and see conflict from the other person's point of view – Identify issues clearly and concisely, use “I” statements, remain flexible, clarify feelings

Step Three: Agree on the Problem

- Be mindful of the different underlying needs, interests and goals that can cause people to perceive problems differently
- You will need to agree on the problem (s) that you are trying to solve before you can mutually accept a solution
- People will see different interlocking problems – if you can't reach a common perception of the problem, then the very least you need to understand what the other person perceives to be the problem

Step Four: Brainstorm Possible Solutions

- Ensure that everyone has had a equitable opportunity in generating solutions.
- Be open to all ideas, including ones you never considered before

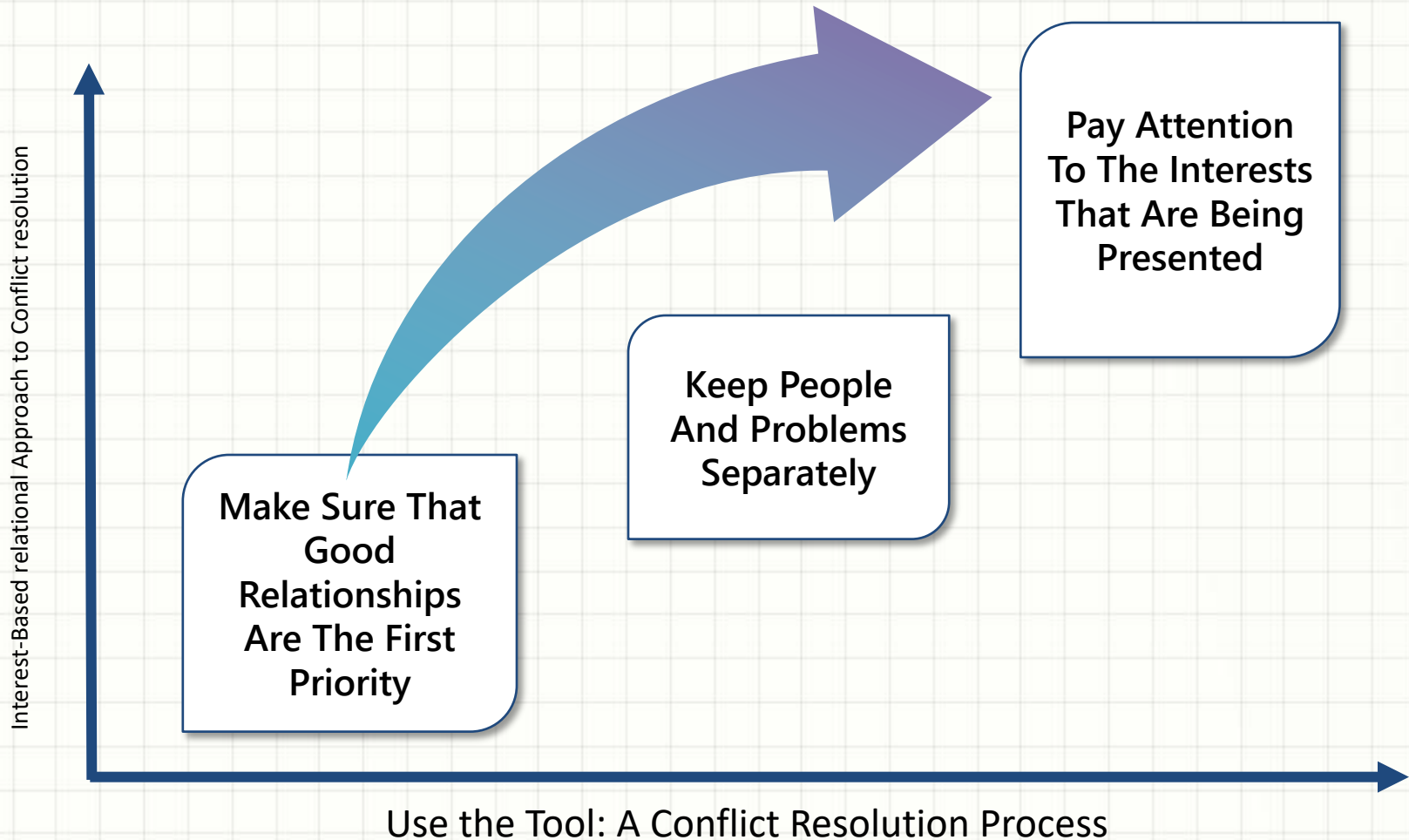
Step Five: Negotiate a Solution

- By this stage, the conflict may be resolved: Both sides may better understand the position of the other, and a mutually satisfactory solution may be clear to all.
- Here is where the win-win negotiation can be useful to find a solution that, at least to some extent, satisfies everyone.
- Remember the three guiding principles
 - Be Calm
 - Be Patient
 - Have Respect

Summary

- Conflict at home or the workplace can be destructive
- Managed in the wrong way, differences between family or staff can spiral out of control
- To calm these situations down, one must take a positive approach
- Creating discussion that is courteous and non-confrontational
- To focus on the issues rather than on individuals
- Taking the time to listen carefully, explore the facts, issues and possible solutions properly, conflict can often be resolved effectively

Working Toward Mastery



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RESULTS
WILL
FOLLOW**

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CONSISTENT HARD
WORK LEADS TO
SUCCESS. GREATNESS
WILL COME.**

DWAYNE JOHNSON



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FROM WHAT YOU DO
OCCASIONALLY.
SUCCESS COMES
FROM WHAT YOU DO
CONSISTENTLY.**

Resource

- <http://www.pathwayscoaching.net/>