



Power Skills Amplify Your Soft Skills



Conflict Management

About Me



Industry Experience



Finance



Technology



Education



Social Care



Public Sector



Private Sector

Qualifications

- BA Honors in English, Media & Communications at the University of Limerick
- TEFL Certification at the University of Limerick
- Distinction QQI Level 6 Train the Trainer

OLIVIA ROCHE

DCM Trainer

What's been covered?



Delivered Live via Zoom



All Sessions Recorded



Free and unrestricted for DCM Members

1:30pm – 2:30pm

Sept
20

Connect with
Communication

3:30pm – 4:30pm

Oct
9

Achieving Balance
with Time
Management

3:30pm – 4:30pm

Nov
6

Get Smart
About Emotion

2pm – 3pm

Dec
12

Resolving
Conflict

Conflict Management

Communication & Active Listening

Conflict Resolution Strategy

Managing Emotions

Listening

- How to become a better listener
- Remember that people love expressing themselves and their opinions and they are flattered when someone pays attention to what they are saying
- Block out other thoughts and just focus on the situation at hand, you want to find a solution
- Show you are listening through your body language, don't shuffle with notes or fidget with anything as it shows your mind is elsewhere
- Tilt your head forward and nod to show that you are listening - just the act of pretending that you are listening concentrates the mind and you will automatically be listening more carefully
- Don't interrupt
- If another person is rambling try to hold onto key words and phrases



Developing Positive Body Language

Engages interest and emphasises passion

Involve the listener with body language

Facial expressions

Eye contact

Hand gestures

Tone of voice

Affirmative nods

Echo/mirror and blend



85% of career success comes from having well-developed soft skills and people skills.

Assertive Behaviour

- Say what I want to clearly and concisely
- Treat myself and others with respect and equality
- I am responsible for my own actions and feelings
- Apologise when I feel genuine regret
- I am tough and stick to my guns when appropriate
- Express my opinions but also listen carefully to other people's
- I am calm, relaxed and confident



Conflict Handling Styles

Competing

The goal is to win

Collaborating

The goal is to find a win win solution

Compromising

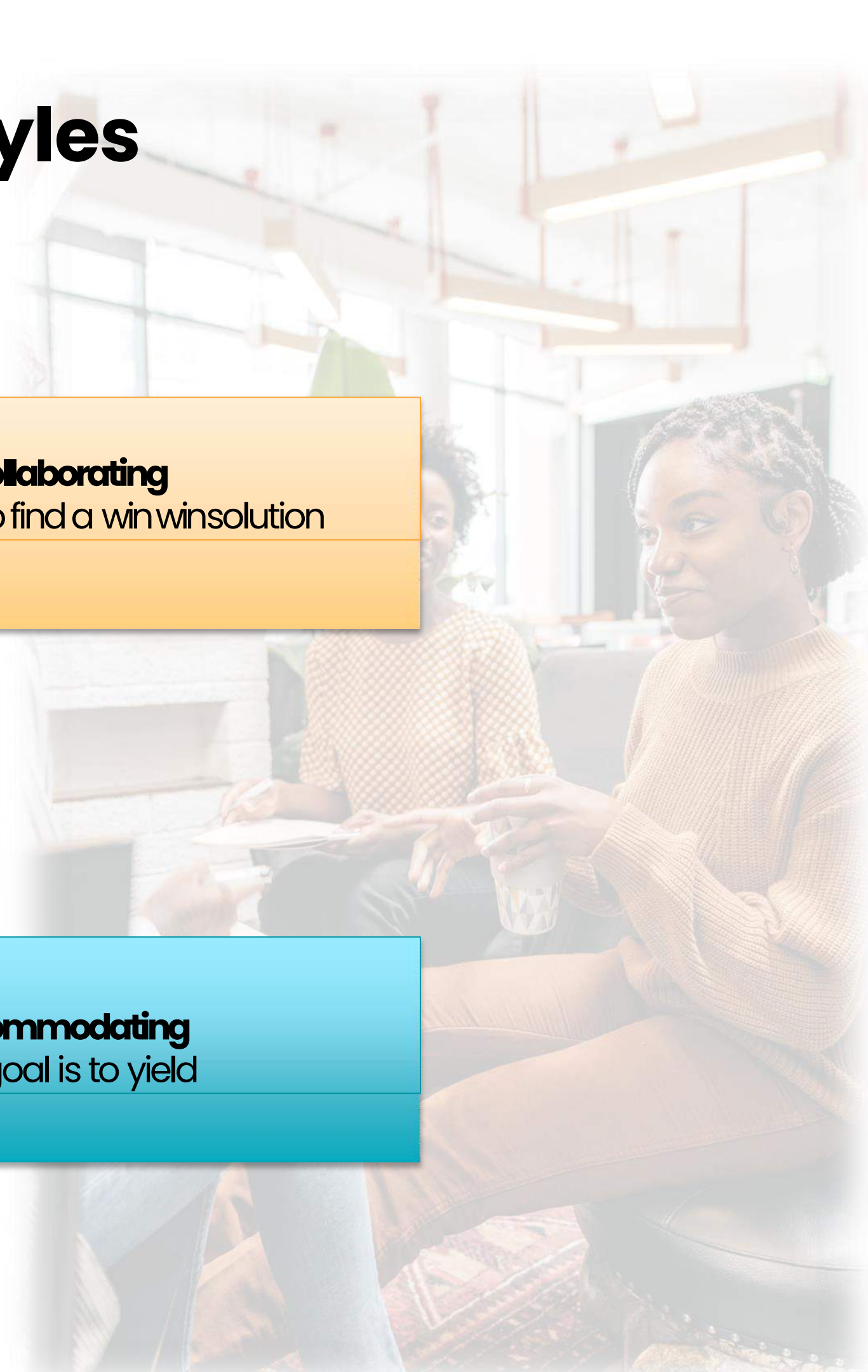
The goal is to find a middle ground

Avoiding

The goal is to delay

Accommodating

The goal is to yield





Accommodating

- This is when you cooperate to a high-degree
- This approach is effective when the other party is the expert or has a better solution. It can also be effective for preserving future relations with the other party

Avoiding

- This is when you simply avoid the issue
- This works when the issue is trivial or when you have no chance of winning. It can also be effective when the issue would be very costly or when the atmosphere is emotionally charged and you need some space.

Collaborating

- This is when you partner up with the other party to achieve both your goals
- This can be very effective for complex scenarios where you need to find a novel solution



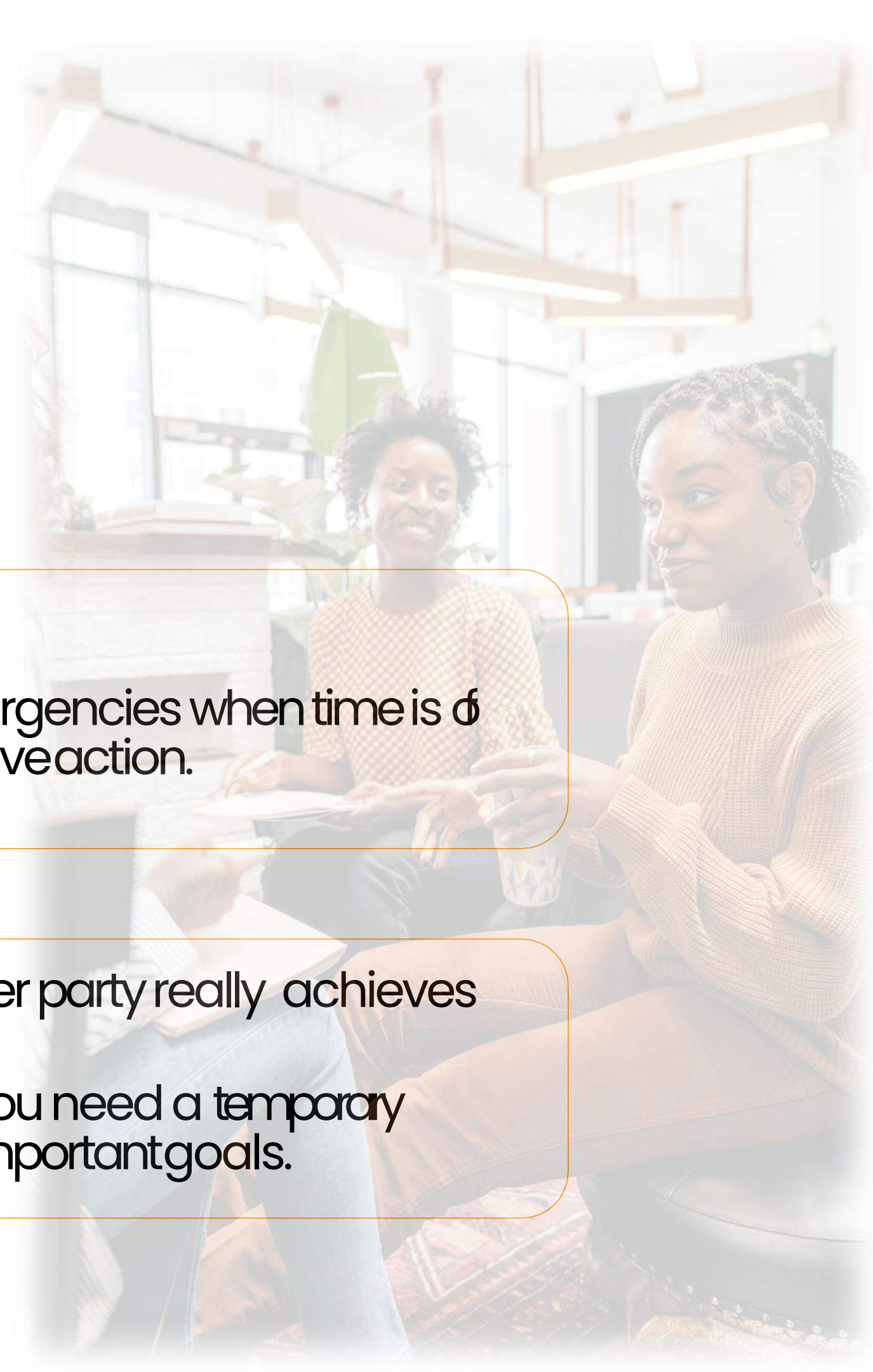
Competing

- This is the “win-lose” approach.
- This approach may be appropriate for emergencies when time is of the essence or when you need quick, decisive action.



Compromising

- This is the “lose-lose” scenario where neither party really achieves what they want.
- It may be appropriate for scenarios where you need a temporary solution or where both sides have equally important goals.



Discussion

How to recognise
the signs of what
type of behaviour you are
dealing with.....





How to cope

1. Angry

| | |
|---|---|
| 1 | Show them that you are not easily intimidated. They will respect you more if you are assertive. They may even be testing you. Aggressive people have low tolerance for passive behaviour |
| 2 | These people tend to love a fight and the experience of winning. They will be less adept at confronting you if you remain calm yet assertive |
| 3 | Stick to facts, steer away from opinions, however small, give them no reason to pick up a new argument because that's their favourite hobby |
| 4 | Stop them from speaking over you. If they do so while you are speaking keep repeating their name until they respond. Don't shout over their voice however |
| 5 | Repeat the same point if necessary to be sure they focus their thoughts |
| 6 | Try playing back what they have been angry about, it shows that you are taking them seriously. 'I can see that you are upset right now because of this situation but maybe we can offer you an alternative' |
| 7 | Sometimes it's best to let them vent their anger and then have your say. They may surprise you and become reasonable once their tantrum is over |



How to cope

1. Angry

| | |
|----|---|
| 8 | Don't be afraid to admit to a mistake |
| 9 | Maintain eye contact |
| 10 | Remain calm, if you mirror their anger at any point you will only raise the temperature |



How to cope

2. Complainer

| 1 | Take their complaints seriously |
|---|---|
| 2 | Ask a lot of open ended questions so that they must be specific about their complaint |
| 3 | Pay attention to them: they may feel that they have to complain to get the attention they fed they did not get and/or deserve |
| 4 | Remain neutral until you have gathered all the facts. Listening does not mean that you agree with what they are saying but it puts you in a strong position |
| 5 | Acknowledgment and flattery will go along way with a complainer |
| 6 | Never stop ask questions |



How to cope

3. Know it all/Arrogant

| 1 | Don't undermine them |
|---|---|
| 2 | Acknowledge their expertise/knowledge. Everyone likes to feel that their opinion counts. By being seen to take on board what you are being told you gain useful leverage in expecting that your expert knowledge will be listened to also |
| 3 | Don't interrupt, their egos demand attention |
| 4 | Even when they are at their height, respond with a friendly warm manner, you don't want to mirror them and appear arrogant yourself |

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Conflict Resolution Strategy

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Q&A



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