Connections 2020: Communication & Conflict Webinar
Clair Canfield

Conflict is:
Identify a current or anticipated conflict:

What is conflict like for you? What does it feel like?

What is your metaphor for conflict?

Where do you get stuck?
Do you have unproductive responses to conflict? If so, what are they?

What are the consequences of these responses?

Conflict is driven by needs.
Universal Needs: Independence, competence, likeability
What is most important to you? What are your needs?
# V.O.C.A.B.
Finding the beauty in conflict

<table>
<thead>
<tr>
<th>Vulnerability</th>
<th>Ownership</th>
<th>Communication Process</th>
<th>Acceptance</th>
<th>Boundaries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Definition</td>
<td>The willingness to open up and be seen</td>
<td>Taking accountability for your contributions</td>
<td>Letting go of what you can't control and embracing reality</td>
<td>Guidelines for acceptable behavior</td>
</tr>
</tbody>
</table>

**Ask Yourself**
- Have you expressed your needs, emotions, contributions, boundaries?
- Have you owned your emotions, needs, contributions, boundaries?
- What open and honest questions can you ask? How can you listen to understand their needs and perspective? Are you expressing with ownership and vulnerability?
- Are you attempting to control the other person? What losses do you have to grieve?
- What are you okay with and not okay with? Have you communicated your boundaries? Are you respecting the boundaries of others?

**Gift Given**
- Trust
- Competency
- Understanding
- Autonomy
- Respect

**Gift Received**
- Authenticity
- Empowerment
- Empathy
- Serenity
- Safety

**Facilitates**
- Connection
- Cooperation
- Possibilities & Change
- Peace
- Trust & Intimacy

**Your Thoughts:**

**Further Resources:**
- *The Beauty of Conflict* podcasts with Clair & Matt: [http://thrive.usu.edu/media-library](http://thrive.usu.edu/media-library)

- Clair’s TEDx USU presentation on conflict: [http://tedx.usu.edu](http://tedx.usu.edu) or on YouTube at: [https://www.youtube.com/watch?v=55n9pH_A008](https://www.youtube.com/watch?v=55n9pH_A008)