

Connections 2020: Communication & Conflict Webinar
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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

	Vulnerability	Ownership	Communication Process	Acceptance	Boundaries
Definition	The willingness to open up and be seen	Taking accountability for your contributions	Ask, Listen, Express	Letting go of what you can't control and embracing reality	Guidelines for acceptable behavior
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>

-Clair's TEDx USU presentation on conflict: <http://tedx.usu.edu> or on YouTube at: https://www.youtube.com/watch?v=55n9pH_A008