



Growing Conflict Competence: Learn, Practice, Apply

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Session Objectives

1. Understand what conflict is
2. Distinguish between assertive and aggressive
3. Bring somatic awareness to our understanding of conflict
4. Review scenarios and practice assertiveness
5. One Way to let someone go





What is conflict?





My favorite definition:

Conflict exists anytime there are important differences between us that should they remain unresolved will keep us apart in some meaningful way.

~ J. Hall

Where do you feel it first?





Think and Write:

What are the most common conflicts you experience and witness in your practice?

Kinds of Conflict

Task Conflict

Relationship Conflict

Process Conflict

Value Conflict



What does good conflict look like anyway?

What behavior would you see and what language would you hear to indicate you were observing good conflict?



Two Continuums





Passive

Passive-Aggressive

Aggressive



Desire to control other people's reactions
(e.g., thoughts feelings, wants and actions)



Passive

- Apologizing
- Saying yes when you don't want to
- Pretending to like something
- Not getting to the point
- Saying nothing
- Pretending to agree
- Poor eye contact and slouching
- Fidgeting
- Harboring resentments
- Gossiping

Aggressive

- Putting others down
- Taking without asking
- Threatening or forcing
- Using loaded words
- Sarcasm/Excessive ambiguous joking
- Yelling and speaking too loud
- Hands on hips/stiff body language
- Eye contact: cold, staring, angry
- Hands and teeth clenching
- Finger pointing and pounding fists
- Any type of physical violence



Less Assertive

More Assertive



Ability to say what you think, feel, and want despite the normal and understandable concerns about the other person's reactions (e.g., thoughts, feelings, and actions)



Assertive

- Using honest and direct speech
- Asking clear and direct questions
- Giving your opinion
- Actively disagreeing
- Making requests
- Saying no to requests
- Temporarily breaking rapport
- Having relaxed gestures
- Giving sincere compliments

- Asking for what you want
- Relaxed direct eye contact
- Good posture, sitting/standing tall
- Interrupting people
- Actively participating in group decisions
- Giving and receiving feedback
- Inviting dialogue
- Speaking in a firm and relaxed voice
- Speaking loud enough

Scenarios

Pair up

One Way to Let Someone Go

Beginning
Middle
End



Questions?

Virtual attendees: Use the chat if you have a question that you want answered

In-person attendees: Speak loudly or go to the stationary microphone in your room.

CEUs: You can request CEU codes for qualifying sessions using the form PCC shares out at the conclusion of the conference.





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