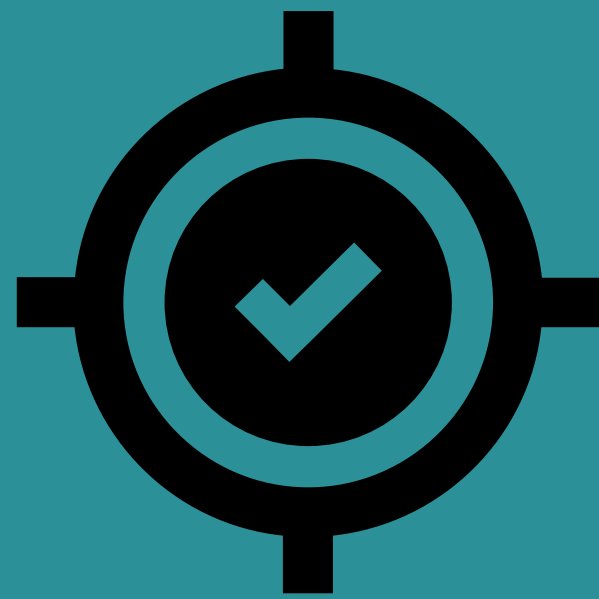


**WIN**  
**W**ITH **I**N TENTION

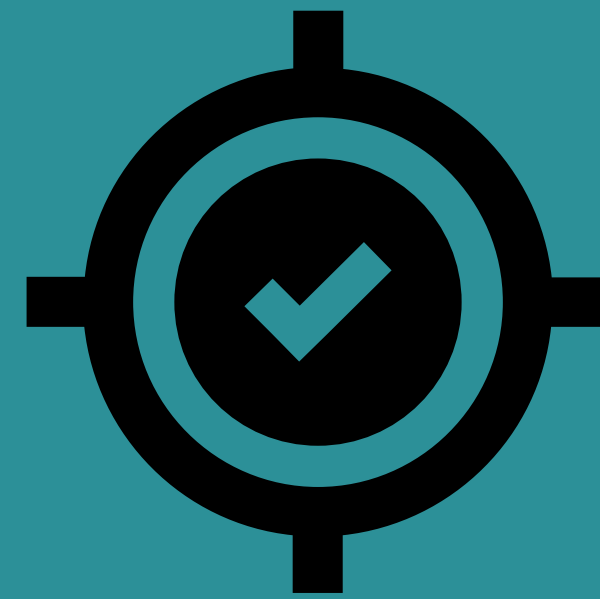
**CONFLICT RESOLUTION**

**USING ASSERTIVE COMMUNICATION  
AND MINDFULNESS**

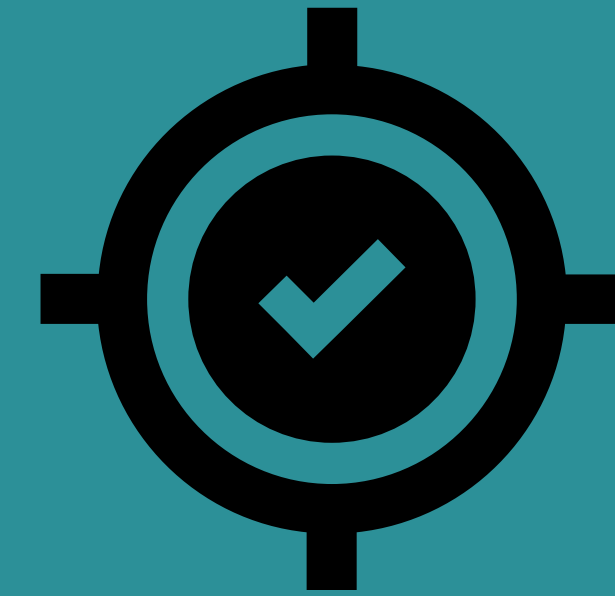
# Goals



Describe and identify  
assertive  
communication Dos



Learn the benefit of  
mindfulness for  
conflict resolution



Identify a game plan for  
managing difficult  
situations

**10% OF CONFLICT IS DUE TO  
DIFFERENCE IN OPINION AND  
90% IS DUE TO DELIVERY AND  
TONE OF VOICE.**

**—**

**MAYA ANGELOU**

# **ASSERTIVE COMMUNICATION**

**A SET OF BEHAVIORS THAT DESCRIBE A COMMUNICATION AND INTERPERSONAL STYLE**

**BEING FORTHRIGHT ABOUT YOUR VIEWPOINT, RIGHTS, WANTS, AND / OR NEEDS  
WHILE ALSO CONSIDERING THE VIEWPOINTS, RIGHTS, WANTS, AND NEEDS OF OTHERS.**

**BEHAVIORS STRIKE A BALANCE BETWEEN PASSIVE AND AGGRESSIVE STYLES**

**EXAMPLE: COWORKER IS LATE**

**ASSERTIVE COMMUNICATION IS CLEAR, DIRECT, HONEST, AND RESPECTFUL**

**10% OF CONFLICT IS DUE TO  
DIFFERENCE IN OPINION AND  
90% IS DUE TO DELIVERY AND  
TONE OF VOICE.**

---

**MAYA**

**MOST PEOPLE DO NOT LISTEN  
WITH THE INTENT TO  
UNDERSTAND;**

**THEY LISTEN WITH THE INTENT  
TO REPLY.**

---

**STEVEN R. COVEY**

# LISTENING DOWNFALLS

**MIND READING:** Assuming you know what the other person thinks and feels without asking

**ADVISING:** Looking for solutions and suggestions without first trying to really understand

**JUDGING:** Evaluating the other person rather than trying to understand their view

**PLACATING:** Agreeing too quickly without really listening to the other person

**REHEARSING:** Planning what you want to say next rather than listening

**INVALIDATING:** Shaking head no while the other is talking

**FILTERING:** Only listening for what is important to you



Using positive body language to demonstrate listening and understanding.



Summarizing or paraphrasing- what I am hearing is....



Asking follow-up questions for more information gathering and understanding.

# **ASSERTIVE LISTENING**



# MORE UNDERSTANDING

Clearing up misunderstandings resolves a majority of conflicts- or prevents conflicts from escalating.

More understanding then leads to more empathy- which research shows is a predictor of conflict resolution skills, reduces bias, and increases critical thinking.

Allows for dialogue to occur rather than just discussion.



DIFFICULT  
ROADS  
LEAD TO  
BEAUTIFUL  
DESTINATIONS



# GROUP SHARE

From your experience, describe conflicts, disagreements, or difficult situations and assertive communication was used. Describe what worked and why.

Pick one example to share with the larger group.

10 min.





# ASSERTIVE COMMUNICATION DOS

- ✓ Message is direct to the person, honest, and clear
- ✓ Use “I” statements rather than blaming
- ✓ Stick to facts and details
- ✓ Remain present focused- talk about current situation rather than past
- ✓ Position self to be across from person and making eye contact when speaking
- ✓ Use a confident, moderate level of speaking volume
- ✓ Use respectful words and refrain from swearing
- ✓ Acknowledge your own mistakes by taking responsibility for them
- ✓ Ask follow-up questions to gain more understanding
- ✓ Empathize with others’ positions, feelings, viewpoints, needs
- ✓ Use active listening body language
- ✓ Use sandwich approach to give hard feedback (+, coaching, +)
- ✓ Use mutual validation when searching for a resolution (I understand that...and on my end
- ✓ Defuse intensity by agreeing partially and modifying extreme words (It’s true sometimes..)
- ✓ Use assertive delay to give time to think about what has been said

# **BENEFITS OF MINDFULNESS**

## **FOR RESOLVING CONFLICTS**

Mindfulness is: Paying attention to the present moment in a non judgmental way

Can be both outcome and a process

Creates more self awareness of thoughts, feelings, needs, wants, etc.

Elongates the space between trigger and automatic reaction

Practice helps increase ability to stay in the moment

# Game Plan for Handling Conflict



Create your own  
mindfulness practice.

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Use effective exhales prior  
to engaging in resolution.

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Collaboratively define the  
problem.

---

Identify and state what each  
think needs to be changed.

---

Clarify misunderstandings as  
you work toward solutions.



# CONTACT INFORMATION

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