

# 2013 EXCEL Conference

- Anne Bachle Fifer-

**\*Conflict and  
Communications**

- \* Active Listening / Paraphrasing
- \* Positions/Interests/Needs
- \* Take Responsibility for my 2%

## \* Conflict and Communications

Words

Tone / inflection

Facial Expression/  
Body Language



\*Components of  
Communication

— %

Words

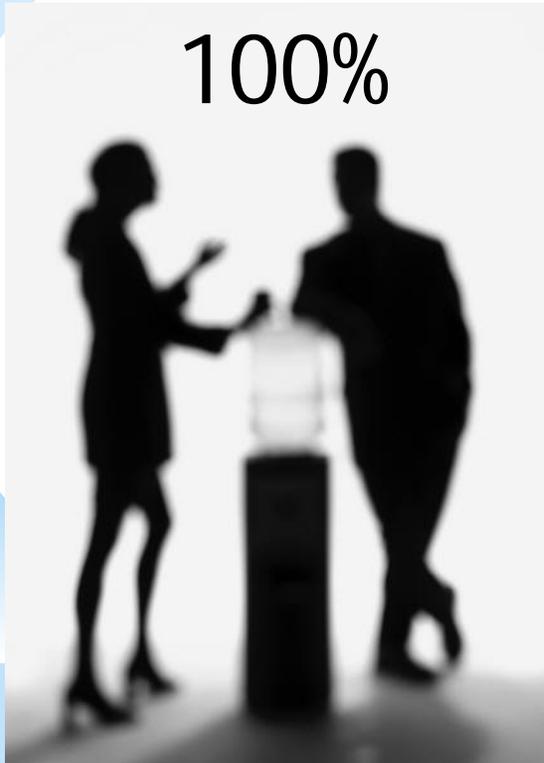
— %

Tone / inflection

— %

Facial Expression/  
Body Language

100%



\*Components of  
Communication

7 %

Words

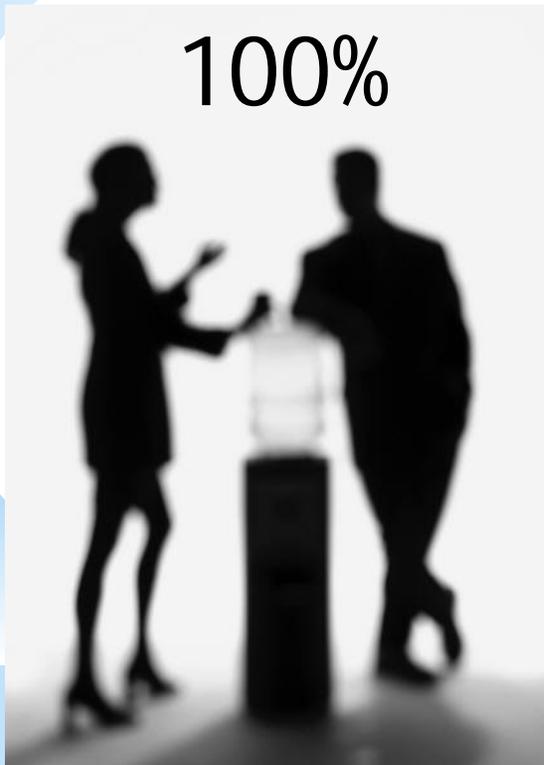
38 %

Tone / inflection

55 %

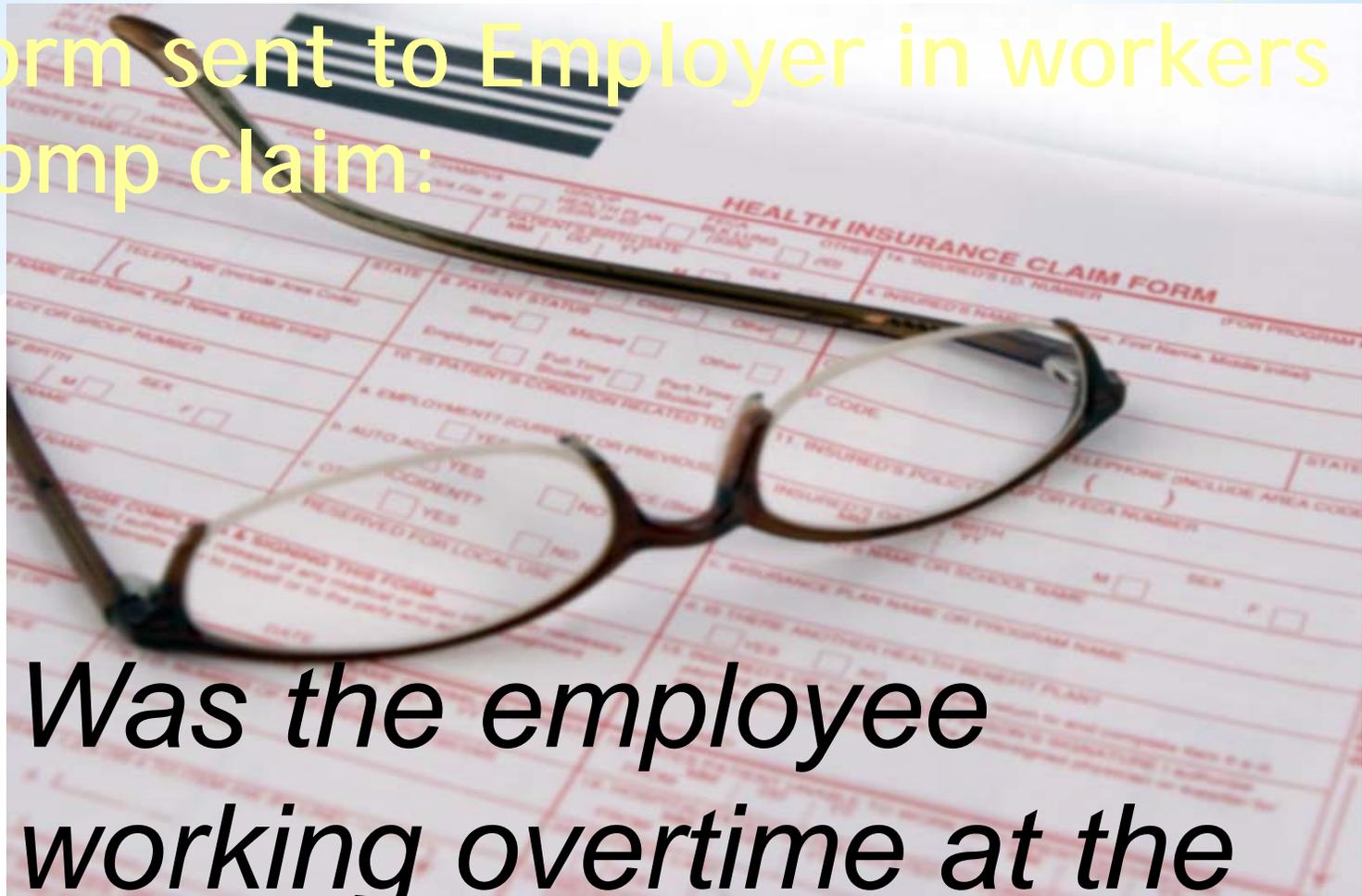
Facial Expression/  
Body Language

100%



\*Components of  
Communication

\* Question on Insurance Company's form sent to Employer in workers comp claim:

A pair of dark-rimmed glasses with clear lenses is placed on top of a 'HEALTH INSURANCE CLAIM FORM'. The form is white with red text and lines, and contains various fields for personal and employment information. The title 'HEALTH INSURANCE CLAIM FORM' is printed in red at the top right. The form includes sections for 'PATIENT'S INFORMATION', 'EMPLOYMENT INFORMATION', and 'INSURANCE INFORMATION'. The glasses are positioned diagonally across the form, with the top of the frame near the top left and the bottom of the frame near the bottom right. The background of the slide is a light blue gradient with a white circular area behind the form and glasses.

*Was the employee working overtime at the time of the accident?*

When you have to discuss a conflict face-to-face, the secret weapon of effective communication is

\* **Listening**



# \*Active Listening

Average rate of  
speech: 125 wpm

Brain can process:  
about 800 wpm



*What do you do with  
this spare time?*

**Active listening:**  
**devoting all brain**  
**power to listening**

“...the creative power to  
imagine how it would make  
sense to say what the other  
person is saying.”

# \* Active Listening

- 1) Summarize the content concisely*
- 2) Reflect back the feelings expressed*

**“The good listener’s paraphrase is a revelation, not a recording.”**

# \* “Feelings” Words

“So you felt .....

**mad**



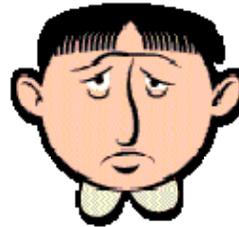
\* upset

\* frustrated

\* angry

\* offended

**sad**



• concerned

• disappointed

• unhappy

• anxious

**glad**



• pleased

• content

• relieved

• satisfied

# \* Active Listening

- 1) Summarize the content concisely*
- 2) Reflect back the feelings expressed*
- 3) Neutralize any “loaded” terms*

- \* Irrational
- \* Stupid
- \* Hard-headed
- \* Lazy
- \* Incompetent

- \* Puzzling
- \* Thoughtless
- \* Single-minded
- \* Unmotivated
- \* Unable

\* *Neutralize any  
“loaded” terms*

\* *Summarize in Neutral Language*

1. Can you believe anyone would do anything so stupid?
2. I've never met anyone so hard-headed in all my life.
3. I don't know why I'm wasting my time with these turkeys.
4. She changes her mind faster than Cher changes hairstyles.
5. I'm tired of taking the blame for their careless mistakes.

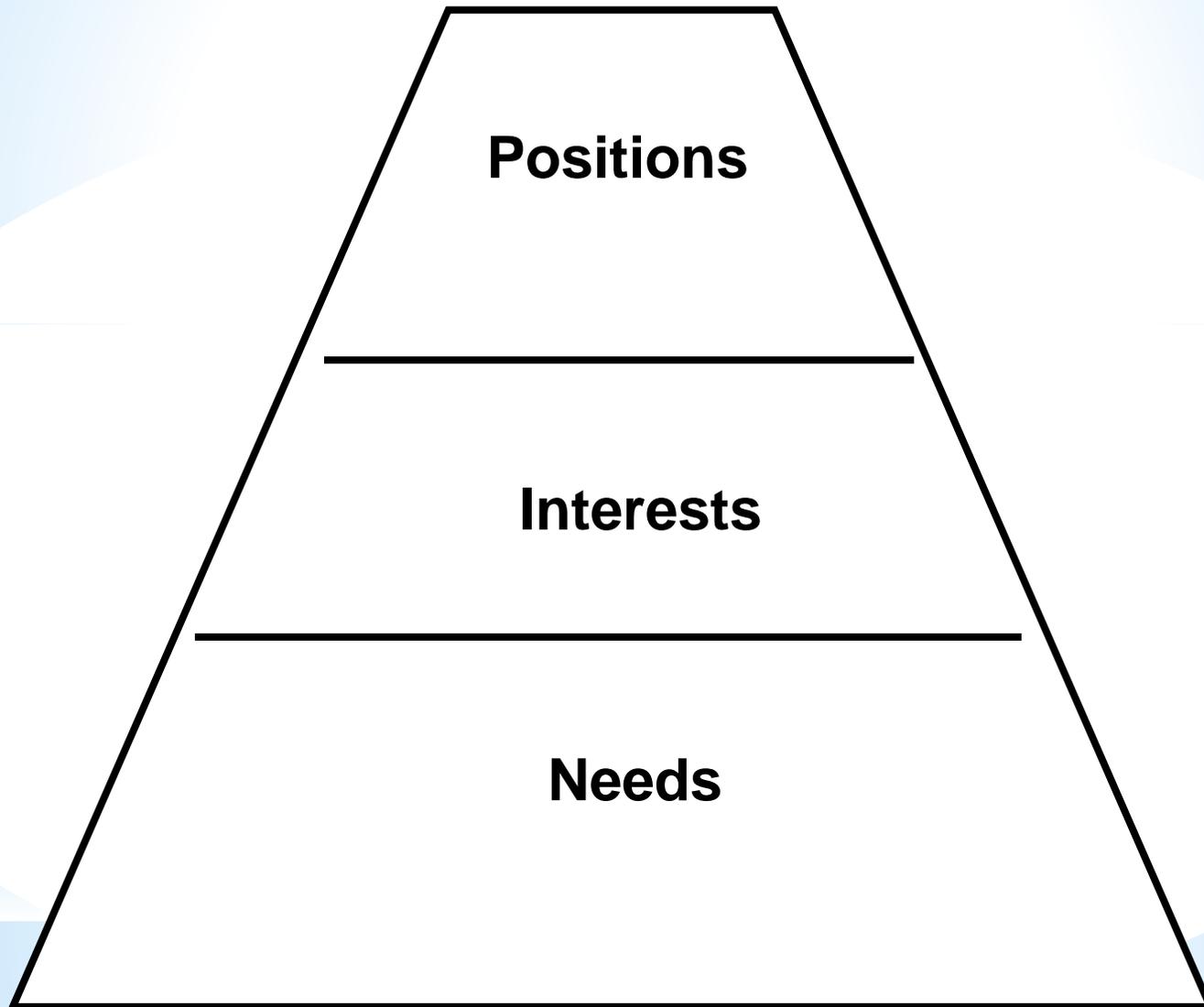
\* *Summarize in Neutral Language*

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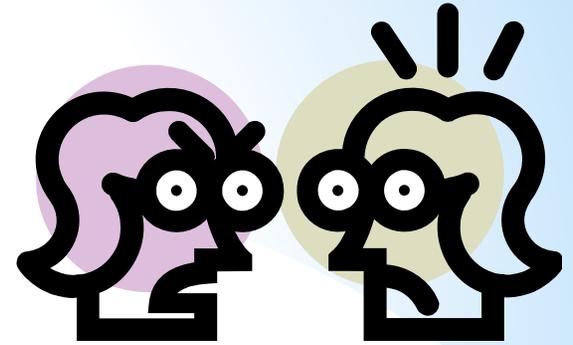
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## \* Conflict and Communications

# The PIN Pyramid



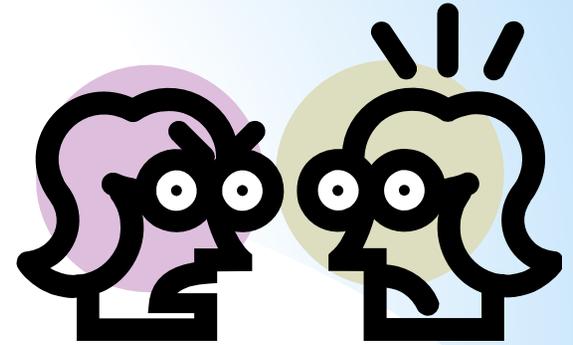
# *Lou & Dale*



1. Find a partner.
2. Choose your role, Lou or Dale (*play your own gender*)
3. Roleplay that conversation that Lou & Dale just had, replete with “snide remarks”

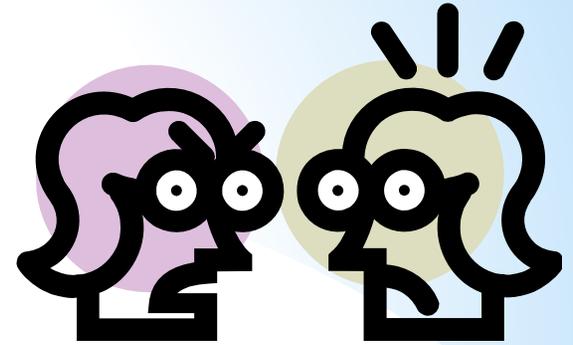
# *Lou & Dale*

## *Round 2*



1. Same partner, same roles, same dialogue.
2. BUT, after one of you speaks, the other must **paraphrase** what was said, to the speaker's satisfaction, before responding.
3. Then the listener can respond, and the other must **paraphrase** before replying.

# *Lou & Dale*



**What is Lou's position? Interests?  
Needs?**

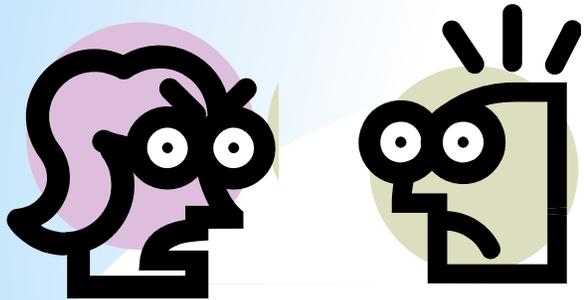
**What is Dale's position? Interests?  
Needs?**

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\* *"I may be only 2% responsible for this conflict, but I'm 100% responsible for my 2%."*

\* **Conflict and communications**



## ***“Blame Game”***

**What are Carol’s interests? Needs?**

**What are Bill’s interests? Needs?**

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