

# OXYGEN

## WELLNESS BLOCK TRAINING



**STRONGER  
FAMILIES**

### CREATING COLLABORATION THROUGH CONFLICT

How do we show up when conflict is present? Where do we get stuck when managing our feelings and actions?

### Facilitator Guide

#### Pre-Event Check List:

- A few days before the event, send participants the assessment code for the OXYGEN Profile Assessment with instructions to complete prior to attending. Your Stronger Families Event Coordinator can assist you.
- Once at the event, make sure everyone has a Wellness training Guide on Conflict from Stronger Families.
- Check your Tech: Computer, Slide Deck, Audio, Music, etc.
- Greet participants as they arrive.

#### Facilitation Insight:

*Deeper ideas for the Facilitator to consider.  
EX "After doing this exercise, many couples will need a break from the tension. Sharing a humorous story or a time that you attempted this activity when it didn't go as planned can be a big tension relief!"*

#### Instruction:

*Specific instructions for the Facilitator. EX "Advance to the next slide and ask the following question"*

#### Script:

"This is language the Facilitator may consider using to make sure all essential elements of the curriculum are covered."

*Put up the Title Slide as the students are arriving. Make sure that you greet them, introduce yourself (if you don't already know them, ask about their day so far, how their shift is going, anything that will begin to form a connection.*

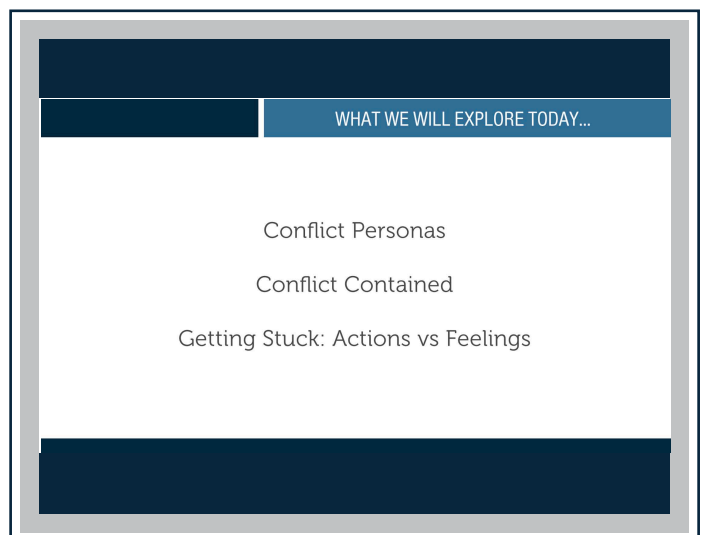


“Welcome to today’s Wellness Training. We will be using the Wellness Training Guide from Stronger Families on the topic of Communication. For those of you who don’t know, my name is \_\_\_\_\_.

*Display your Family/Team Photo slide and introduce yourself and those you do life with.*

Today’s topic applies to many areas of our job where conflict can either create controversy or collaboration. As we interact with community members, co-workers, children, partners, other family members, etc., conflict is inevitable, but it doesn’t have to be destructive. Developing good conflict management habits takes time. It takes practice. In this class, not only will you learn about some truly effective conflict management tools, but you will also practice them. Don’t worry! We will not force you to say or do anything you are uncomfortable with; however, you will get out of this what you put into it.”

*Put up the “What We Will Explore Today” slide*



“In this Wellness Training we will explore how we tend to show up when conflict is present (Conflict Personas and the OXYGEN Profile Assessment), a tried-and-true tactic to de-escalate when conflict begins to get out of control (Time Out), and a framework for discovering the deeper issues that fuel conflict by untangling the feelings from the actions (Getting Stuck).

For some, knowing what to expect will put their mind at ease and allow them to engage with less anxiety. This is an important part of the process, don't skip it!

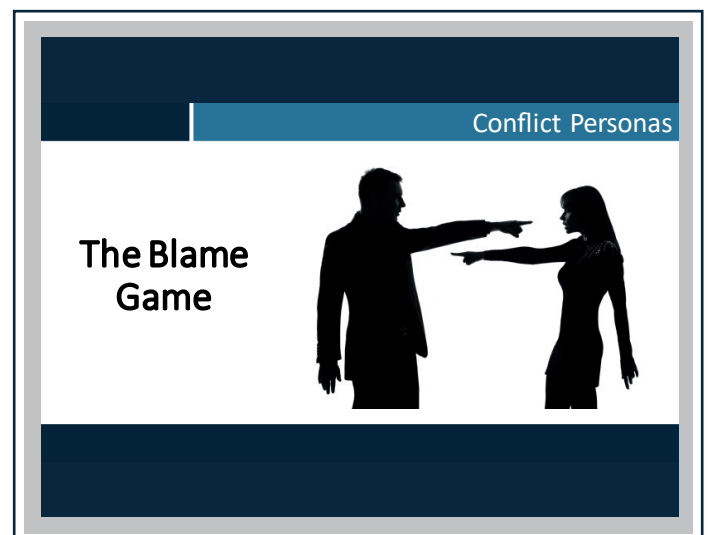
*Play the "Duel at The Mall" video with no set up. After the video let the students react to what they just saw and monitor the comments.*

"Hopefully, none of you have had to deal with THAT kind of conflict recently. Yet this is a great example of how quickly it can move from a simple mistake that could be easily addressed to a catastrophe where significant damage is done. Disagreements happen. Conflict is inevitable. But Conflict is not inherently bad just like fire is not inherently good or bad. How and where it is used can determine its potential. Fire can heat your home, cook your food, forge tools or weapons. But it does not discriminate and will burn things of value to ash if engaged irresponsibly. Conflict is like a spark that can be easily extinguished. Yet if that same spark is not managed responsibly, it can quickly lead to destruction. Often when this happens levels of anger and frustration begin to rise. Rather than speaking calmly and respectfully, accusations fly, criticisms are made, and voices are raised or go silent. Instead of listening empathetically, we interrupt, ignore, or belittle the other person.

Physiologically speaking our fight, flight, or freeze response is triggered. Each person involved goes into protection mode leaving it difficult to have any regard for anyone else. In this state of escalation, it's not uncommon to say or do things we later regret. Moreover, it is nearly impossible to have a productive conversation that leads to a mutually satisfying resolution.

Consider inserting a personal story that illustrates the pain point mentioned above. Sharing your experience with this fight, flight, or freeze response to conflict can help students identify their own tendencies. Ask the group to think of a time when they experienced this type of scenario. How did it make them feel? How did they remember responding? Etc. You will inevitably hear responses that make a great segue into our next section on Conflict Personas plays out within your relationship.

*Advance to the Conflict Persona title slide*



Generally, there are 4 conflict personas that people default to when experiencing conflict. Each persona manifests a different response tendency and can have a significant impact.

*Advance to Persona #1: The Blame Game. Have a volunteer read the description found in the Study Guide. Poll the audience to determine how many can relate to this persona.*

*Advance to each Conflict Persona slide continuing to engage volunteers to read through each description asking questions and adding comments for context and clarity.*

“There are many contributing factors to why conflict personas can show up in a workplace environment. Stress on the job, issues with management, or even conflict at home can create unhealthy pathways when it comes to workplace conflict. However, these factors don’t always address the core of why certain conflict personas take root in our lives. One of the driving forces that can result in why we choose a certain persona is tied to our personality.

*Put up the OXYGEN Profile Assessment Code and Instruction slide (or instruct the participants to retrieve their OXYGEN Profile report if they were able to take it in advance)*

“This Wellness Training also involves a personality assessment known as the OXYGEN Profile. We will explore how different personality types tend to communicate so make sure and have your report in front of you.

How many of you felt as though the assessment got it right? Was anyone surprised by their results?”

*Allow the audience to respond and share about their report.*

It is important that participants do not feel as though they are being forced to identify with results they don’t agree with. Your role is not to convince them. It’s ok if they feel as though the assessment got it wrong. Your goal is to shift their focus to what the assessment got right! Be prepared to engage individuals who are struggling with this process. They may need some help looking past those areas they don’t agree with to focus on the areas that can benefit them as they seek to grow in their conflict management skills.

Sharing about your profile and how it can help or hinder healthy conflict management is a great way to make this concept come to life. Consider a personal story based on your OXYGEN Profile.

In your Study Guide on page , or in your assessment report you will find the OXYGEN Profile Compass. After you completed your assessment online, your results were plotted on the compass. It is important to remember this is the personality type that most resembles you. If you read through the report and certain aspects don't necessarily resonate 100%, it's OK. Most people find, however, that the results are spot on. The OXYGEN Profile is NOT simply about your personality. It is also about what motivates you, how you best communicate, and how you handle conflict under stress.

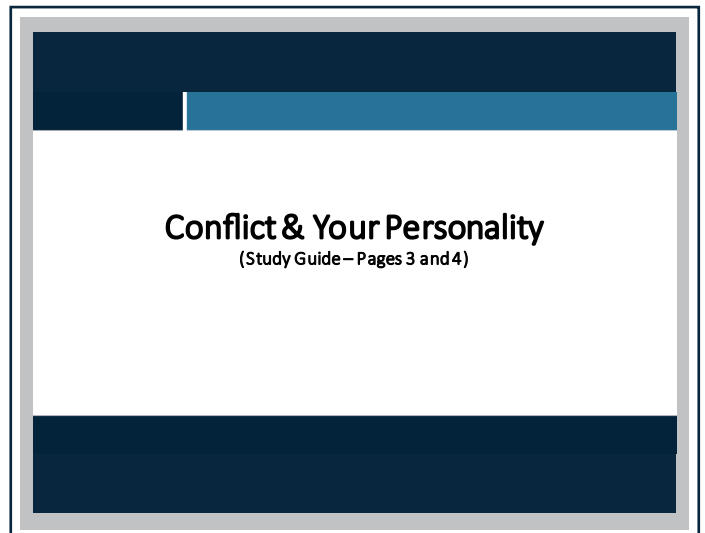
Before we jump into the nitty gritty details of this assessment, let's review the OXYGEN Compass together. There are 2 scales at work within this compass revealing 4 personality tendencies. First, the vertical scale. At the top of the scale are the task-oriented personalities and at the bottom are the people-oriented personalities. Task-Oriented personalities will focus almost exclusively on the tasks that need to be accomplished in any given situation. The People-Oriented personalities will focus on the people and relationships in any given situation.

The other scale is the horizontal scale. On the right side of the scale are the Fast personalities and the left side are Slow personalities. This is not a reference to IQ! This identifies personality tendencies when it comes to processing information and coming to a decision. The personalities on the Fast side of the scale will react quickly. They want responses quickly, they want action, they prefer a wrong decision over no decision! Those on the fast side of the scale don't mind change. They enjoy the process of change. The personalities on the Slow side of the scale tend to take more time in making decisions. They investigate, research, seek out 3rd party validation. They ask a lot of questions and are influenced by others' opinions but will not be rushed into forming theirs.

Understanding what side of the compass you fall on will help you avoid falling prey to a negative conflict persona.

Task-Oriented personalities generally have no problem addressing conflict head on. On the other hand, People-Oriented personalities will avoid confrontation at all costs. This can become a problem when we think about the conflict personas. Task-Oriented personalities under stress will default to blame game and becoming the cat in the cat and mouse persona. People-Oriented personalities under stress will default to simmering teapots and shutting down emotionally when conflict comes up.

*Display the  
"Conflict & Your Personality" slide*

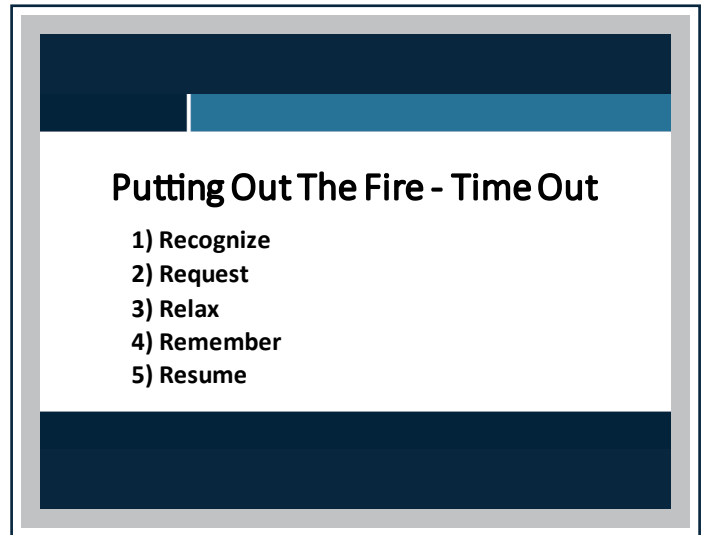


Take a moment to turn to the section in your study guide that is called, "Conflict & Your Personality". Answer the questions found in the Breakout Activity attached to this section of the Study Guide.

*Give the group time to interact with their report and the study guide questions. Your personal experience with the material may help participants to engage. Feel free to share a personal story.*

The connection between your personality and how you handle conflict is significant. However, the question remains; how do I deal with my Conflict Persona before it becomes toxic? We recommend the Time Out tactic.

*Display the Putting Out the Fire - Time Out slide*



**Putting Out The Fire - Time Out**

- 1) Recognize**
- 2) Request**
- 3) Relax**
- 4) Remember**
- 5) Resume**

When you hear the words "Time Out", what comes to mind? (Allow the audience to respond) Most of us think of a toddler getting into trouble and having to spend some time alone thinking about what they've done. That is not the type of Time Out we are talking about. We are referring to is the kind of Time Out a coach would utilize when the game is on the line. When the team is losing control and playing chaotically a wise coach will know to call a Time Out. The action stops, the team gathers around the bench or on the sideline. The coach reviews the game plan while the team catches theirbreath and gets on the same page. Finally, the team returns to the field of play and executes the game plan.

You and your coworkers are a team. When conflict shows up and the game feels out of control, implement a Time Out to keep your collaboration strong. Here's how it works

*Refer to page 7 of the Study Guide. Review the 5 R's with the students. Ask for examples, share personal stories that help clarify.*

1. Recognize: Recognize your need for a time-out. Is your heart beating fast? Do you feel like you are about to say something you may regret? Are you breathing rapidly? Are you overwhelmed by the intensity of the other person? Do you feel like you are emotionally getting out of control? Are you shutting down emotionally? What are signs or signals that you need a Time Out?
2. Request: Can you imagine if a coach decided to just walk out on to the court, or the field of play, and gather the team around without requesting a Time Out from the officials? He would be penalized! Make sure that everyone involved understands your intention by clearly requesting a break from the conversation. Then, so as not to trigger others involved, make sure you request it for yourself rather than for the other person. That may sound parental and condescending. Request a Time Out for yourself and propose a new time to resume the conversation.
3. Relax & Reflect: Relax and calm down. Take some deep breaths. Go for a walk or run or work out at the gym. Take a bath. Write in your journal. Read, pray, or watch television for a while. Do something that will help you relax and recover from the emotional intensity. What relaxes you or helps you work out your frustrations? What method(s) could you use to calm down? Part of calming down is to assess what is the original emotion behind the anger or conflict. Take a moment and think through the conversation. What emotions were present before the Time Out was called? You might think, "I felt angry," or, "I felt mad"; however, anger is never the original emotion.

The original emotion, often, is vulnerability, and our knee-jerk reaction to vulnerability is a defensive response. When an argument occurs, it is the defensive response talking and not the person's heart. Many couples think that an argument is the same thing as a discussion or vice versa. It is important to recognize that a discussion is when both partners are in control of their emotions. An argument is when one or both spouses' emotions are controlling the conversation. When you are more concerned with making your point than coming to a peaceable agreement, it is an argument.

4. Remember: Remember what's important. Many times, coworkers want the same result, they just have a difference of opinion regarding how to make it happen. Keeping the big picture in mind can help you focus on what is most important. Taking some time to consider the other person's point of view can soften our response. Great teams are not made up of people who agree on everything. They are made of individuals who despite their differing points of view, find a way to move forward in unity.
5. Resume: This can be a difficult step, but it is essential! Once the emotion of the original conversation settles down it can feel counterproductive to re-engage... after all, that conversation already went sideways, why start it up again? The reality is that even though we are feeling better in the moment, resentment and bitterness can grow very quickly around issues that do not have closure. Make sure you resume the conversation.

The Time Out technique can be beneficial to help deescalate and allow couples to regain a more positive perspective, but it can also be abused. Some personalities who avoid confrontation at all costs can tend to rely on the Time Out as a way to avoid any difficult situation and never face the conflict. It's important to emphasize the 5th R and challenge students to commit to RESUMING the engagement and not abuse the technique.

Display the "Where Do You Get Stuck" slide (1 of 2)

Where Do You Get Stuck?

Officer Philips says...

"I get stuck when you **RAISE YOUR INTENSITY**. When I get stuck, I feel **OVERWHELMED**. When I feel this way, I **SHUT DOWN/DON'T ENGAGE**.

How does this make you feel?"

"As important as it is to resume the conversation, it can be intimidating to make it happen. The possibility of repeating the same mistakes that led to the conflict in the first place can leave us feeling stuck in the process. The following exercise will help clear a way forward in these difficult conversations.

*These two slides can be edited as it is recommended that you explain the exercise using a real-life example from a conflict you've experienced. Sharing the context will help the students identify their own experience. Break down your scenario according to the instructions in the Study Guide separating the feelings from the actions. This creates an opportunity to validate the feelings and make "course corrections" for any negative actions discovered. Consider the following example to get you started: Make it interactive*

## Part 1:

### Work Scenario:

Officers arrive at the scene of a reported home invasion. Officer Smith is fast acting and wants to quickly call for more resources, canine unit, etc. while Officer Philips wants to be more careful, methodical, and evidence focused. An argument takes place and Officer Smith overwhelms Officer Philips by raising his intensity, his voice, and is enthusiastically contending for his preferred response. Officer Philips reacts by shutting down, goes along with Officer Smith to end the argument and respond as a team in the heat of the moment. Later, Officer Smith and Officer Philips discuss what took place using the following framework.

#### OFFICER PHILIPS

I get stuck when you **RAISE YOUR INTENSITY**. When I get stuck, I feel **OVERWHELMED**. When I feel this way, I **SHUT DOWN/DON'T ENGAGE**.

#### OFFICER SMITH

When you **SHUT DOWN/DON'T ENGAGE** I feel **DISMISSED**. When I feel this way, I **DISREGARD YOUR INPUT**.



Repeat the process above as many times as needed to see the full impact of the cycle of conflict. Advance to the next "Back On Course" slide. This is where the "course corrections" are discovered. Each person owns their feelings, acknowledges the negative action taken, and determines an alternative action that will help them navigate conflict more effectively in the future.

## Part 2:

OWNER:	FEELING:	NEGATIVE ACTION:	ALTERNATIVE ACTION:
OFFICER PHILIPS OFFICER SMITH	OVERWHELMED DISMISSED	SHUT DOWN DISREGARD INPUT	CLEARLY STATE MY STATUS ASK CLARIFYING QUESTIONS

There are two contributing factors in this cycle of conflict above that can leave you feeling disconnected and insecure: feelings and actions. Initially, when a feeling shows up, it's not something we can control. Therefore, we are not going to focus on changing or judging the feelings. Instead, we are going to own our feelings and address the actions we take in response to those feelings. Based on the results of Part 1, identify your feelings and negative actions in the space below. Then, explore possible alternative actions that you could take to stop the cycle of conflict dead in its tracks.

*Each round of conflict will have unique feelings and actions to investigate. Don't be afraid to have students work through this exercise multiple times to address each layer. It's helpful to note that healthy and productive collaboration can only be sustainable when each interaction concludes with all parties feeling more positive about the relationship than when they began. If students leave an interaction feeling negative, have them reflect on why, and discuss a course correction with that individual.*

"Mastering the Time Out tactic, understanding how our unique personalities respond and react to conflict, and identifying where we get stuck between our feelings and actions can change the impact conflict can have on the job, moving us away from catastrophe to collaboration. But as with any skill set, practice makes perfect! This concludes our Wellness Training on Conflict. Thank you for your time and attention. For more resources, feel free to reach out to me personally (include a slide in the deck with your contact info) or go to [www.strongerfamilies.com](http://www.strongerfamilies.com)