

OXYGEN

WELLNESS **BLOCK** TRAINING

CREATING COLLABORATION THROUGH

CONFLICT



• STUDY GUIDE •

Learn the difference between conflict that can bring collaborative communication and conflict that can destroy workplace relationships.



**STRONGER
FAMILIES**

WELCOME TO THE OXYGEN WELLNESS BLOCK TRAINING

WHAT YOU CAN EXPECT FROM TODAY'S
SESSION ON CONFLICT:

We won't solve all of the conflicts that come up in your workplace relationships, but we will give you some helpful tools to use and resources to explore for your future.

Today, you will walk away with a better understanding of why conflict can be a good and necessary component to workplace relationships. We will explore the difference between conflict that brings about understanding and out-of-control conflict that can destroy camaraderie.

You will not be asked to speak about something you do not wish to talk about publicly.





TYPES OF CONFLICT PERSONAS

Generally, there are 4 types of personas when it comes to any relationship that is experiencing conflict. Each persona embodies a different type of dance, but the negative impact is still significant.

Persona #1: **The Blame Game**

Each person feels they are the victim and blames their other for the problems. The number of problems become the focus while solutions are ignored.

Persona #2: **Cat and Mouse**

One person pursues and the other withdraws. There is no consideration for the other's needs. Eventually, this persona will leave both individuals feeling unheard.

Persona #3: **Tea Pot**

Both people avoid conflict at all costs. On the surface everything is "fine". Over time tension of unresolved issues will build, an eruption occurs, and the working relationship is damaged.

Persona #4: **Freeze Out**

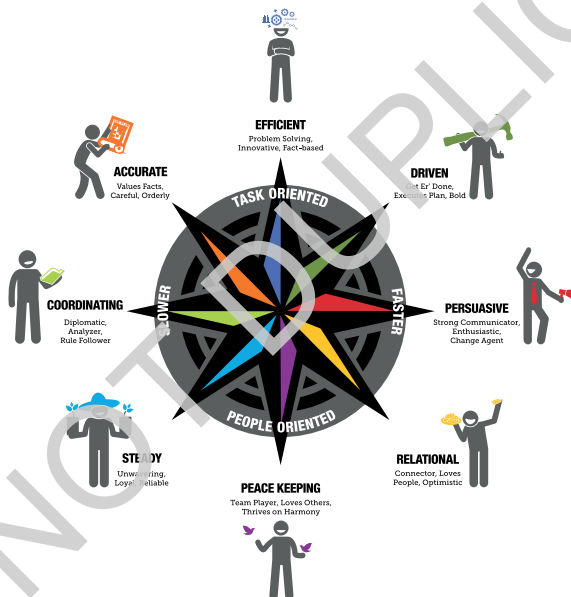
One or both individuals uses the silent treatment to either instigate or punish the other for a perceived offense ultimately leading to bitterness, resentment, and eventually apathy.

NOTES:

CONFLICT & YOUR PERSONALITY



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.



By reviewing our OXYGEN Profile Assessment report, we can see how our unique personality traits, strengths, and overall tendencies can impact the relationships we steward. This report captures how each profile, or personality type, can show up at their best! However, there are times when we are not at our best, such as times of conflict. Each profile has a unique way of handling the tougher issues of life: stress, grief, loss, trauma, and conflict. Follow the instructions below to discover more about your personality tendencies when it comes to conflict.

BREAKOUT ACTIVITY

- 1)** We just discussed 4 Conflict Persona that are common in most relational dynamics. Take a few minutes and explore the Personality Insights section of your OXYGEN Profile Assessment Report. Underline (or highlight) statements that may indicate your tendencies when it comes to conflict.

- 2)** Based on the statements you have identified, which conflict persona would you tend to default to when facing conflict and why?

- 3)** How do these tendencies impact your relationship at work or in your personal life?

GETTING UNSTUCK ACTION PLAN



WHERE DO WE GET STUCK?

Everyone gets stuck in negative patterns of conflict sometimes. The goal of this scenario exercise is to:

1. Identify where you get stuck in conflict.
2. Understand the negative impact of your response and how that impacts others in your department.
3. Make "course corrections" – adjustments to your words, tone, body language, etc. to keep your interactions positive.

PART 1:

Participant A:

"I get stuck when you _____. When I get stuck, I

feel _____.
(feeling)

When I feel this way, I _____. How does this make
(action)
you feel?"

Participant B:

"When you _____, I feel _____.
(action) (emotion)

When I feel this way, I _____. How does this
(action)
make you feel?"

You can repeat this exercise as many times as necessary in order to see the full impact of the cycle of conflict.

Remember, healthy workplace relationships include understanding the impact of emotions and their role in interactions with others.

ACTION PLAN

PART 2:

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 emotions. Instead, we are going to own our emotions and address the actions we take in response to those emotions.

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 in order to stop the cycle of conflict dead in its tracks.

Owner:	Feeling:	Negative Action:	Alternative Action:
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Each round of conflict will have unique feelings and actions to investigate. Don't be afraid to work through this exercise multiple times in order to address each layer. Remember, healthy emotional connections are characterized by making sure each interaction you have with your partner concludes with you both feeling more positive about the relationship and each other than when you began. If you leave an interaction feeling negative, reflect on why, and discuss a course correction.

NEGATIVE PATTERNS

1. _____
2. _____
3. _____

ALTERNATE BEHAVIORS

1. _____
2. _____
3. _____

TIME – OUT SKILL

Here are the steps of a good time-out.

1. RECOGNIZE:

Recognize your need for a time-out. Is your heart racing?
Do you feel like you are about to say something you may regret?

2. REQUEST:

Call a time-out for yourself by saying something like, "I'm just too angry to talk right now; I need to take a time-out. Please give me an hour to calm down and gather my thoughts."

3. RELAX & REFLECT (WHAT IS BEHIND THE CONFLICT):

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, meditate, or watch television for a while.

4. REMEMBER:

Remember what's important. Try to identify what you were thinking and feeling that became so difficult to discuss. From where was the emotion coming?

- Try to spend some time considering your co-worker point of view and what he or she is feeling and trying to communicate.
- Remember, the two of you are a team. The only way your relationship will win is if you work toward a solution that both individuals can feel good about.

5. RESUME:

Resume the conversation. Use "I" statements. Tell your co-worker what you were thinking or feeling and what you need from him/her (i.e., "I'm feeling overwhelmed by each call I go on with you and need to take some time to process before talking about it").

WANT MORE CONFLICT RESOURCES?

Check out our website where we've cultivated the best video, audio, and articles on communication. Head over to strongerfamilies.com/first-responder to get started.

JOIN US ON SOCIAL

Find additional resources, stories and ideas on the Stronger Families Facebook or Instagram channels. Scan the QR code or go to www.strongerfamilies.com/social to find the latest!



ATTEND OUR FIRST RESPONDER OXYGEN RETREAT

If you're seeking to improve and strengthen your relationship, this retreat is for you and your significant other. Our retreat covers common relationship challenges, such as:



- Personality Differences
- Communication
- Conflict Resolution
- Intimacy
- Forgiveness