You are about to take an unexpected journey...

- I. If we have to make a decision, where does our information come from?
 - a. Informational Intelligence-IQ
 - b. Emotional Intelligence- EQ
 - c. Spiritual Intelligence-SQ
- II. Presentation Objectives
 - a. To define "Emotional Intelligence" and its connection with our ability to respond to life situations.
 - b. To recognize various behavioral patterns that may lead to conflict.
 - c. To identify conflict as a process and discuss use of various conflict styles to help improve collaboration and productivity.
 - d. Understand the fundamental element of "Emotional Intelligence" and our ability to recognize and effectively resolve conflict.
 - e. Examine Conflict-Mode Styles(s).
 - f. Verbalize skills and techniques to effectively resolve conflict utilizing personal conflict -mode styles.
- III. Direction to take
 - a. Potential for conflict is continually present in today's workplace.
 - i. Rather than leaving our reaction of a conflicting situation to chance, take time to make a "conscious decision" prior to *jumping ahead*
- IV. Emotional Intelligence
 - a. Proficiency in interpersonal skills in the areas of self management, social awareness, and social skills.
 - b. Complete EQ Quiz
 - c. EQ Competencies
 - i. Personal Competence
 - 1. Self Awareness Skills
 - 2. Self Management Skills
 - ii. Social Competence
 - 1. Social Awareness
 - 2. Social Management
- V. Conflict
 - a. Questions to consider
 - i. Were any warning signs present?
 - ii. Was thought given about how to handle the conflict?
 - iii. What emotions did you see involved?
 - iv. What was the outcome or cost of the conflict?
 - b. Phases of an event
 - i. Event
 - ii. Escalation

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- iii. Crisis
- iv. Resolution
- c. Conflict Handling Styles (Behavior Reactions) (Quiz Included)
 - i. Avoiding-unassertive and uncooperative behaviors
 - ii. Dominating/Competing-assertive and uncooperative behaviors
 - iii. Accommodating-cooperative and unassertive behaviors
 - iv. Compromising-moderate level of cooperation and assertiveness
 - v. Collaborating/Integrating-strong level of cooperation and assertiveness
- d. Communication Tactics
 - i. Use people's name.
 - ii. Use a calm friendly voice.
 - iii. If possible start with a positive note by recognizing a particular strength.
 - iv. Maintain eye contact.
 - v. Watch body language.
 - vi. Avoid distractions.
 - vii. Focus on problem solving, not personalities.
 - viii. Indicate you are listening by noncommittal responses; "Uh'huh", "I see." Head nodding.
- e. Golden Rule
 - i. Treat others the way you want to be treated.