Alex B. Criswell
Conflict Resolution Outline
Dr. Willer
04/10/2012
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
3. Social Awareness
4. 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.

