

Can We Talk?

How to Resolve Conflict and Deliver a Difficult Message





Exercise

In 3 minutes, come up with 3 difficult messages that you have or will have to deliver.



Agenda



1 Introduction

2 How to Adapt Your Natural Style

3 Using the P-E-A-C-E Loop to Resolve Conflict

4 G-I-V-E to Deliver a Difficult Message

5 Review, Conclusion, Q&A





Introductions



Agenda



1 Introduction

2 How to Adapt Your Natural Style

3 Using the P-E-A-C-E Loop to Resolve Conflict

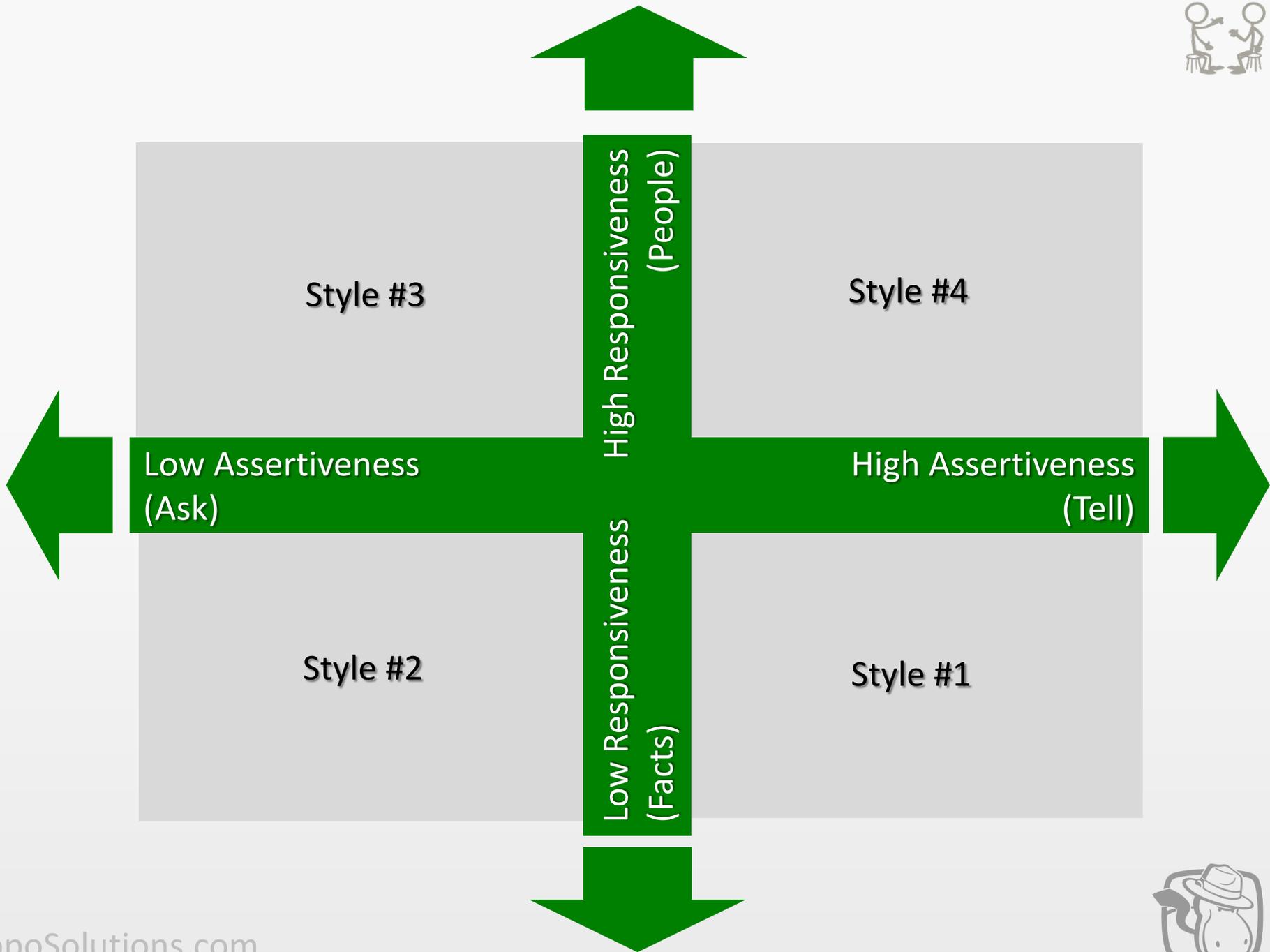
4 G-I-V-E to Deliver a Difficult Message

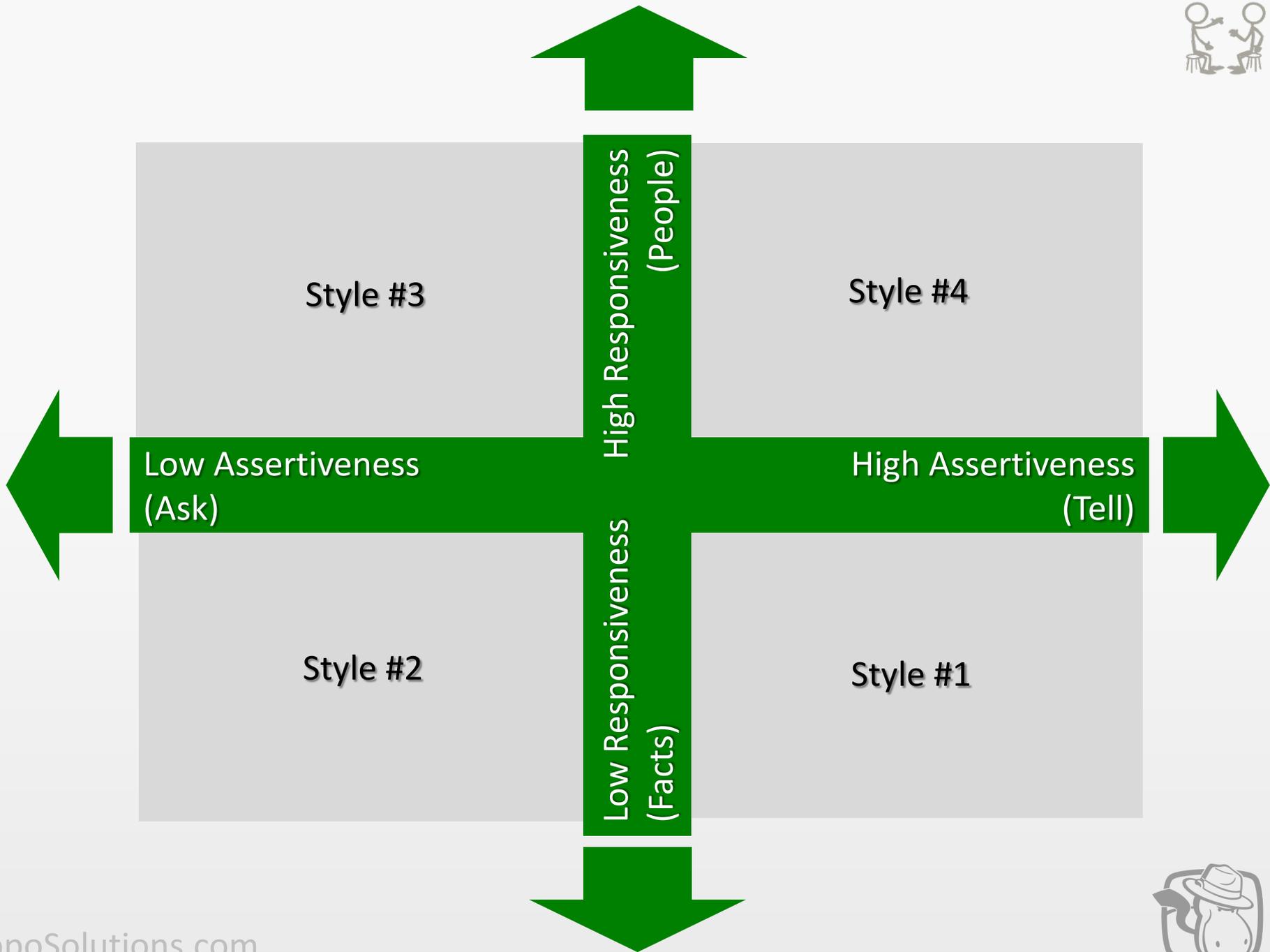
5 Review, Conclusion, Q&A





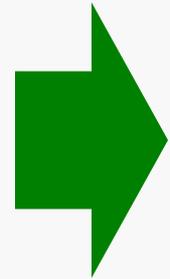








High Assertiveness
(Tell)



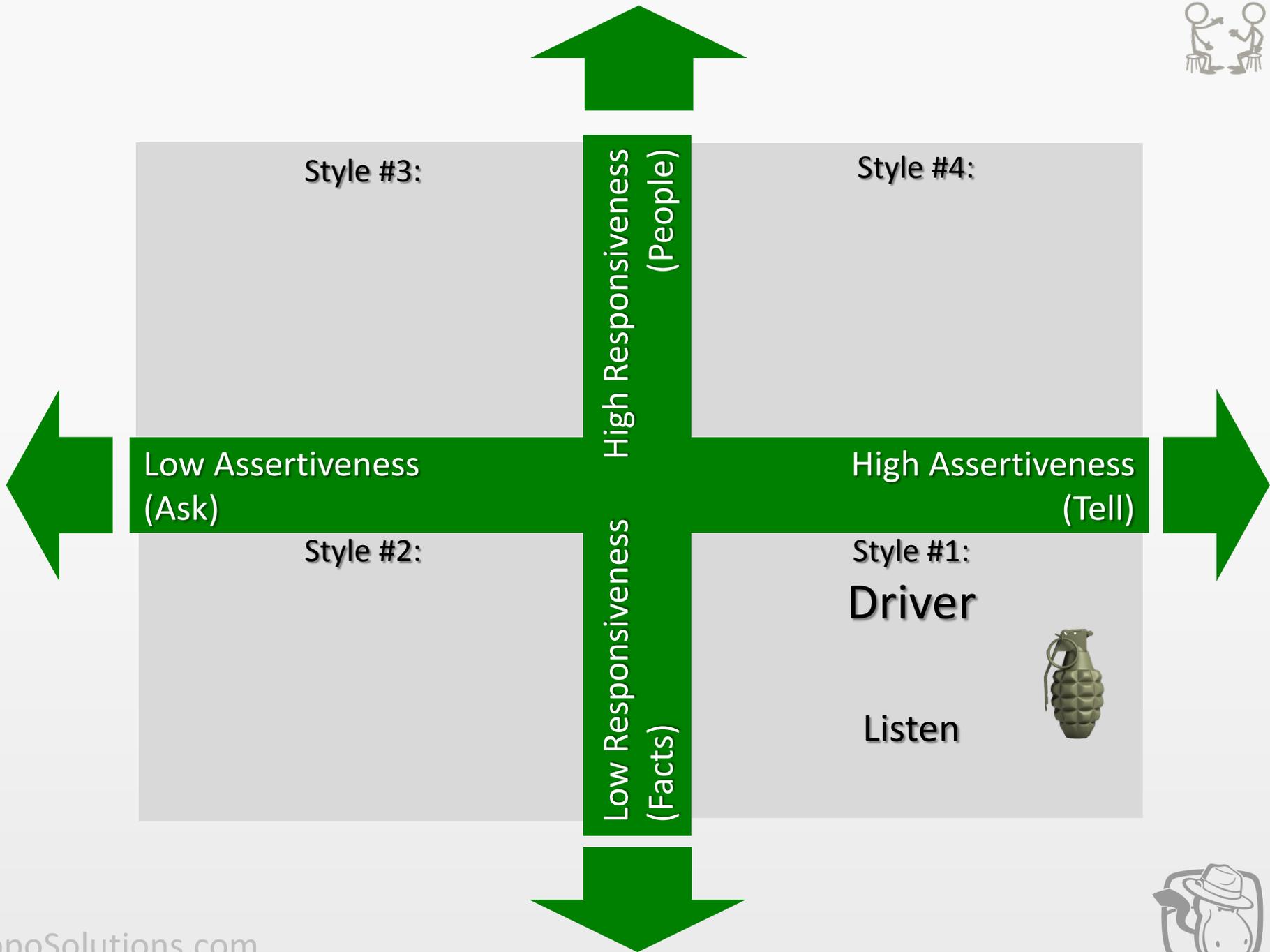
Style #1: Driver

Listen



Low Responsiveness
(Facts)



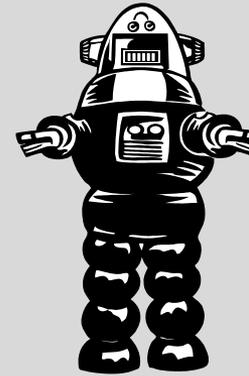




Low Assertiveness
(Ask)

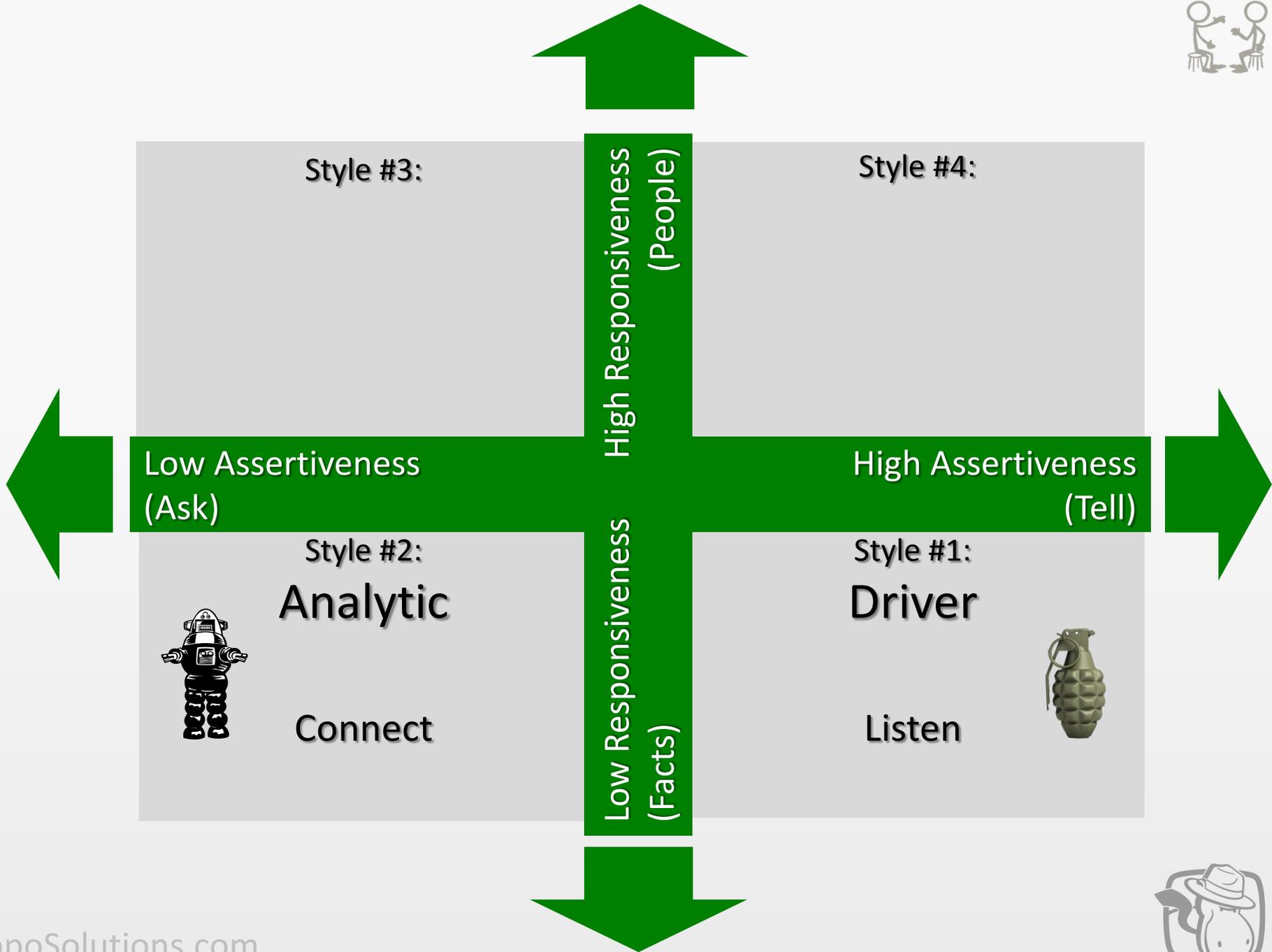
Style #2: Analytic

Connect



Low Responsiveness
(Facts)







High Responsiveness
(People)

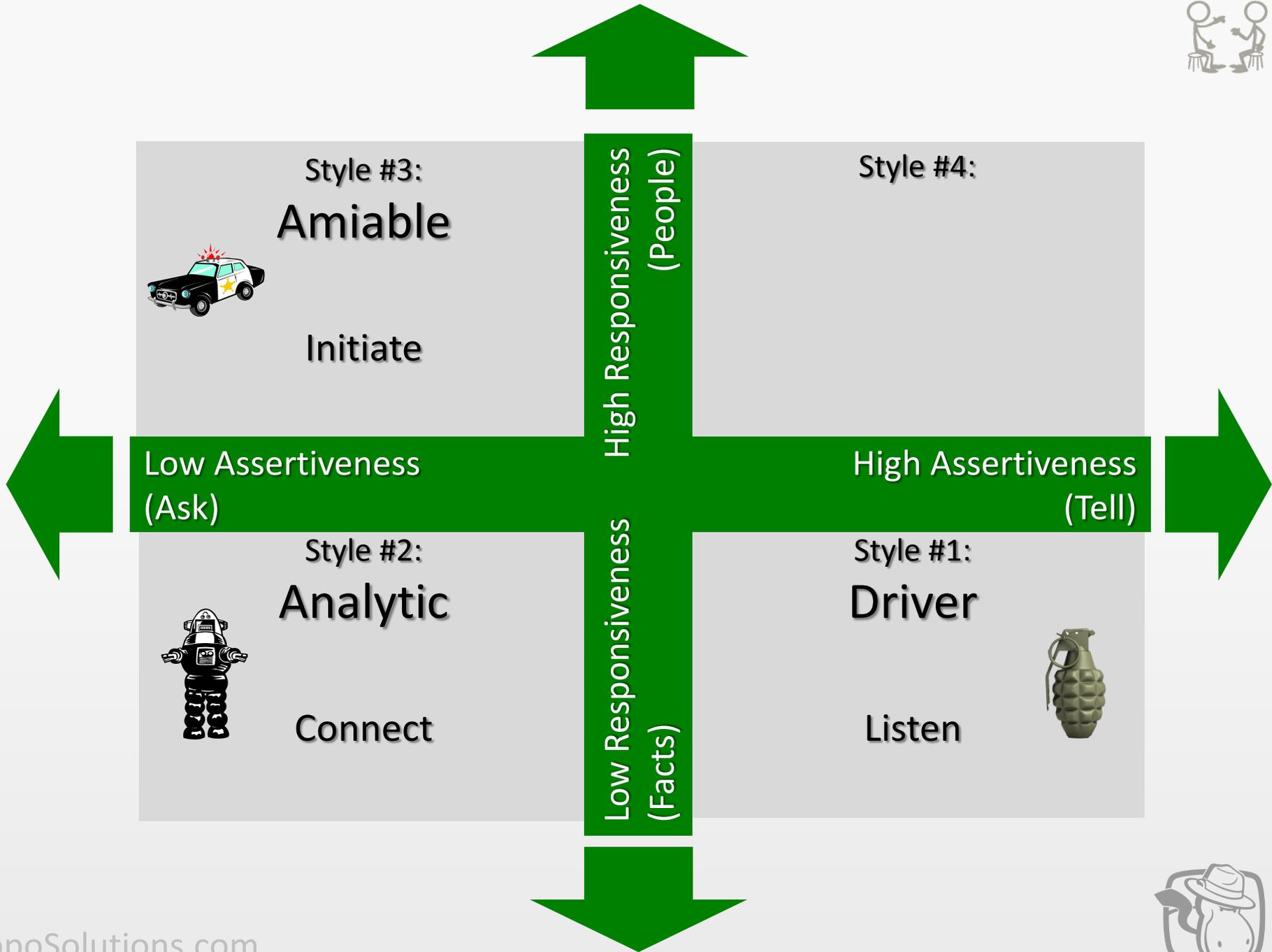
Style #3: Amiable

Initiate



Low Assertiveness
(Ask)







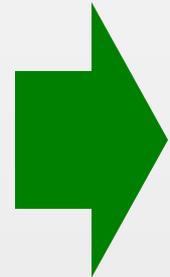
High Responsiveness
(People)

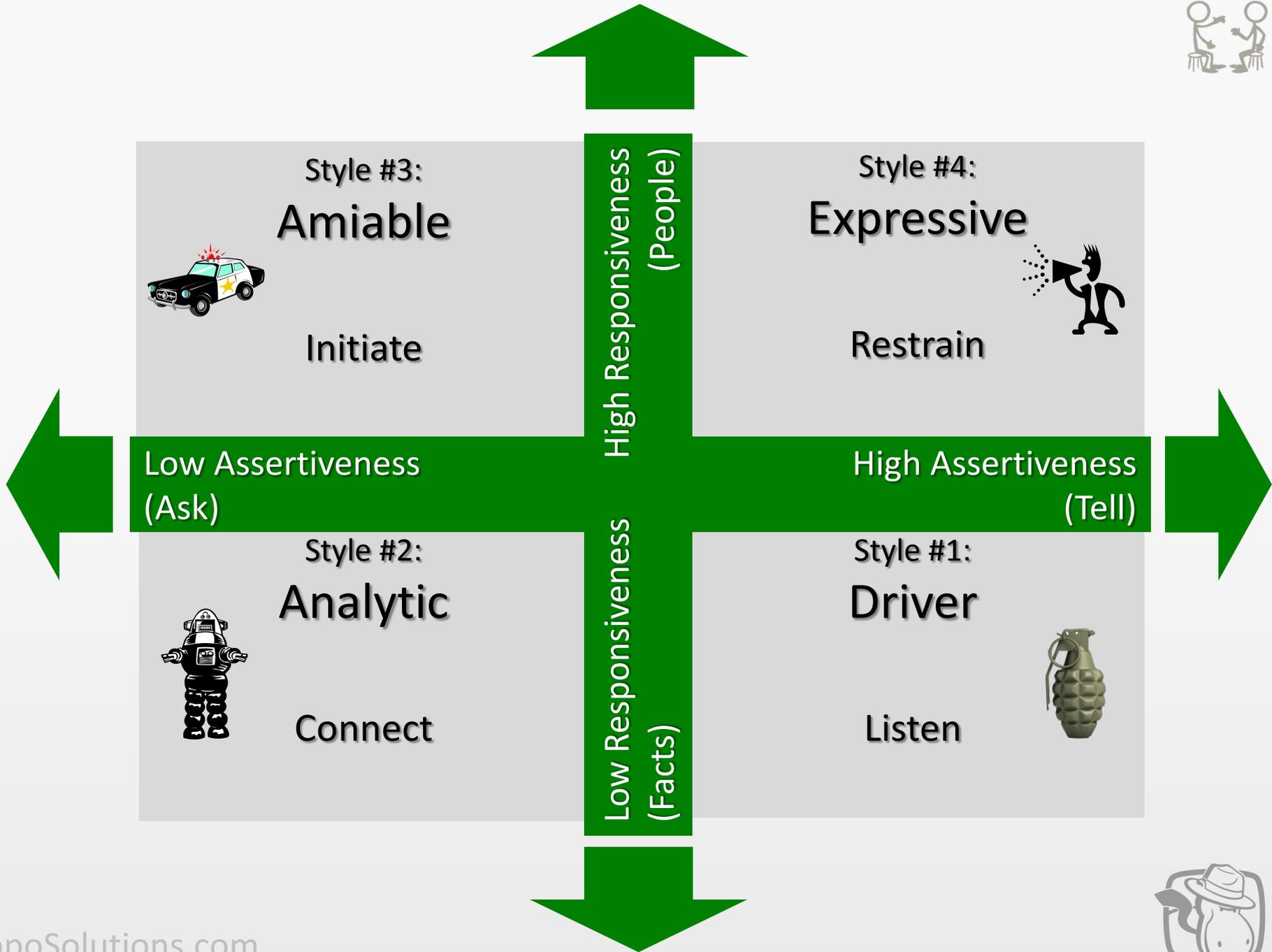
Style #4: Expressive

Restrain



High Assertiveness
(Tell)





Style #3:
Amiable

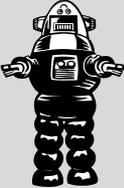
Initiate

Style #4:
Expressive

Restrain

Low Assertiveness
(Ask)

High Assertiveness
(Tell)

Style #2:
Analytic

Connect

Style #1:
Driver

Listen

High Responsiveness
(People)
Low Responsiveness
(Facts)



5 Steps to Prepare

To Resolve Conflict and Deliver a Difficult Message



Step 1: Establish the Relationship

Step 2: Understand the Audience

Step 3: Adopt the Third Story

Step 4: Strap on the Teflon

Step 5: Initiate



Agenda



- 1 Introductions
- 2 How to Adapt Your Natural Style
- 3 Using the P-E-A-C-E Loop to Resolve Conflict
- 4 G-I-V-E to Deliver a Difficult Message
- 5 Review, Conclusion, Q&A



Resolving Conflict

The P-E-A-C-E Loop



Action Step

Write down a conflict that you have had or expect to have in the near future.



Resolving Conflict

The P-E-A-C-E Loop



What is the P-E-A-C-E Loop?



Resolving Conflict

The P-E-A-C-E Loop



The Scene



Resolving Conflict

The P-E-A-C-E Loop



Resolving Conflict

The P-E-A-C-E Loop



1: Pause

Step
back



Resolving Conflict

The P-E-A-C-E Loop



Tool:

Stop and Breathe



Resolving Conflict

The P-E-A-C-E Loop



1: Pause

Step
back



Resolving Conflict

The P-E-A-C-E Loop

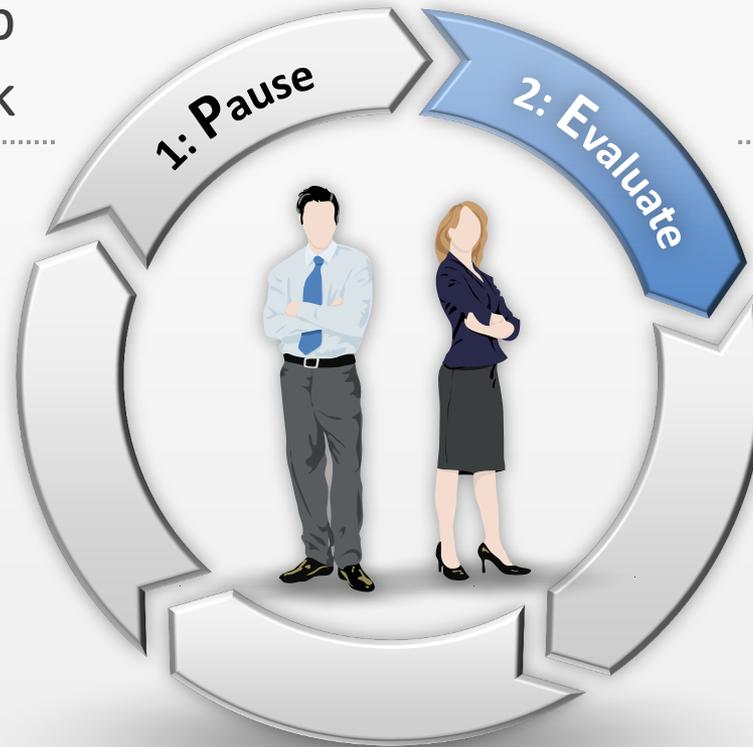


1: Pause

Step
Back

2: Evaluate

What do I
know?



Resolving Conflict

The P-E-A-C-E Loop



Tool:

Know you & your audience



Resolving Conflict

The P-E-A-C-E Loop



Action Step

Write down the style of the other person(s)
in your conflict.



Resolving Conflict

The P-E-A-C-E Loop

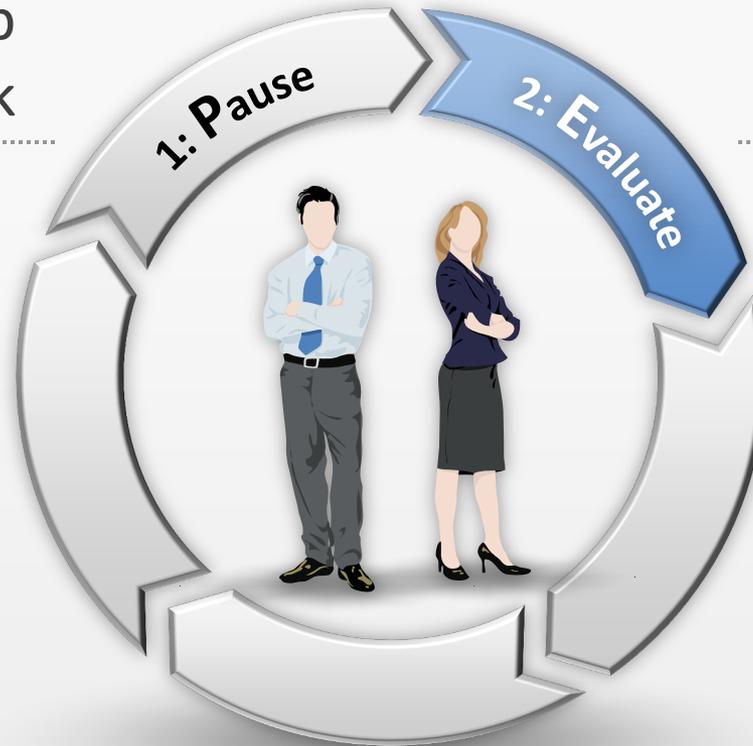


1: Pause

Step
back

2: Evaluate

What do I
know?



Resolving Conflict

The P-E-A-C-E Loop



1: Pause

Step
back

2: Evaluate

What do I
know?



3: Ask

What is the
conflict?



Resolving Conflict

The P-E-A-C-E Loop



Tool:

“Go-To” Questions



Resolving Conflict

The P-E-A-C-E Loop



Exercise: Brainstorm Questions



Resolving Conflict

The P-E-A-C-E Loop



Action Step

Write down 1-2 questions that you will practice to discover the perceptions of the other person in a conflict.



Resolving Conflict

The P-E-A-C-E Loop



1: Pause

Step
back

2: Evaluate

What do I
know?



3: Ask

What is the
conflict?



Resolving Conflict

The P-E-A-C-E Loop



1: Pause

Step
back

2: Evaluate

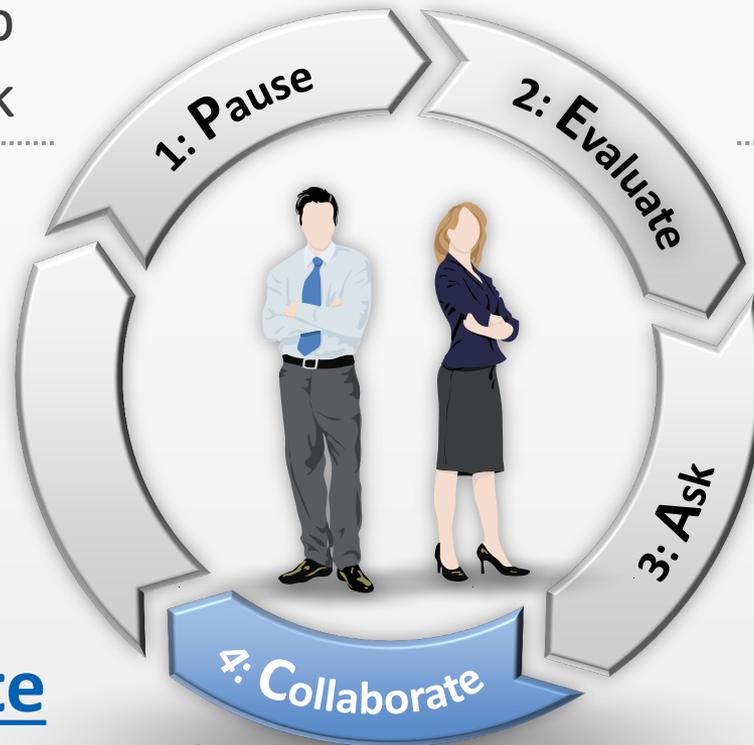
What do I
know?

3: Ask

What is the
conflict?

4: Collaborate

Collaborate on
options



Resolving Conflict

The P-E-A-C-E Loop



Tool:

BOP



Resolving Conflict



The P-E-A-C-E Loop

BOP

Get buy-in to resolving the conflict and a common purpose.

Who does what when?

Buy-In

Options

Plan

Collaboratively develop options and agree on the best option.



Resolving Conflict

The P-E-A-C-E Loop

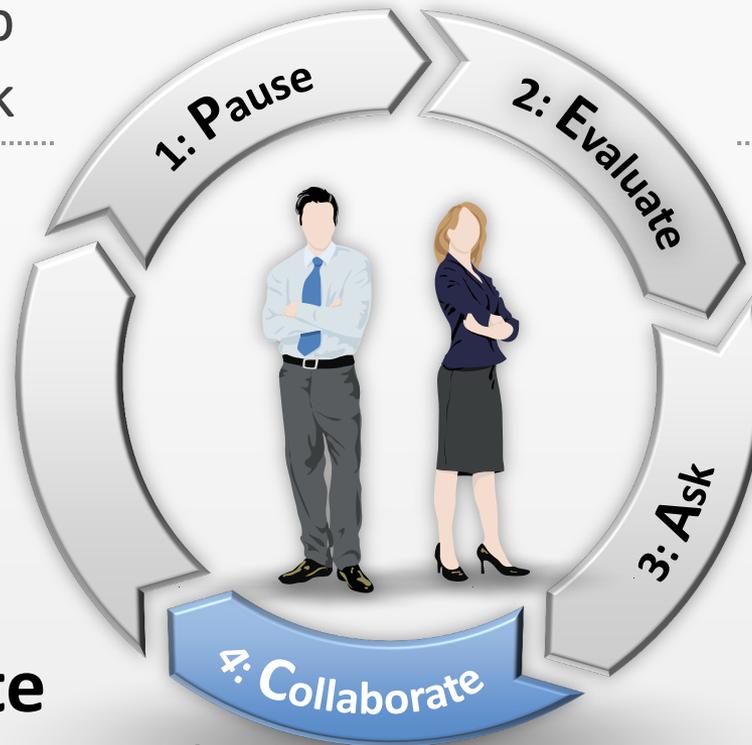


1: Pause

Step
back

2: Evaluate

What do I
know?



3: Ask

What is the
conflict?

4: Collaborate

Collaborate on
options



Resolving Conflict

The P-E-A-C-E Loop



1: Pause

Step
back

2: Evaluate

What do I
know?

5: Execute

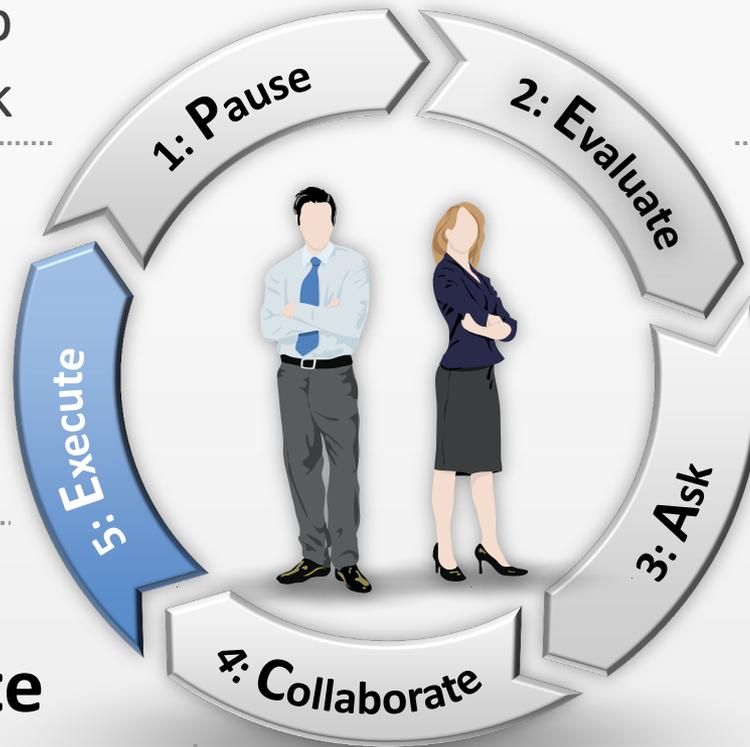
Do what
I said

3: Ask

What is the
conflict?

4: Collaborate

Collaborate on
options



Resolving Conflict

The P-E-A-C-E Loop



Tool:

Do What I Said



Resolving Conflict

The P-E-A-C-E Loop



1: Pause

Step
back

2: Evaluate

What do I
know?

5: Execute

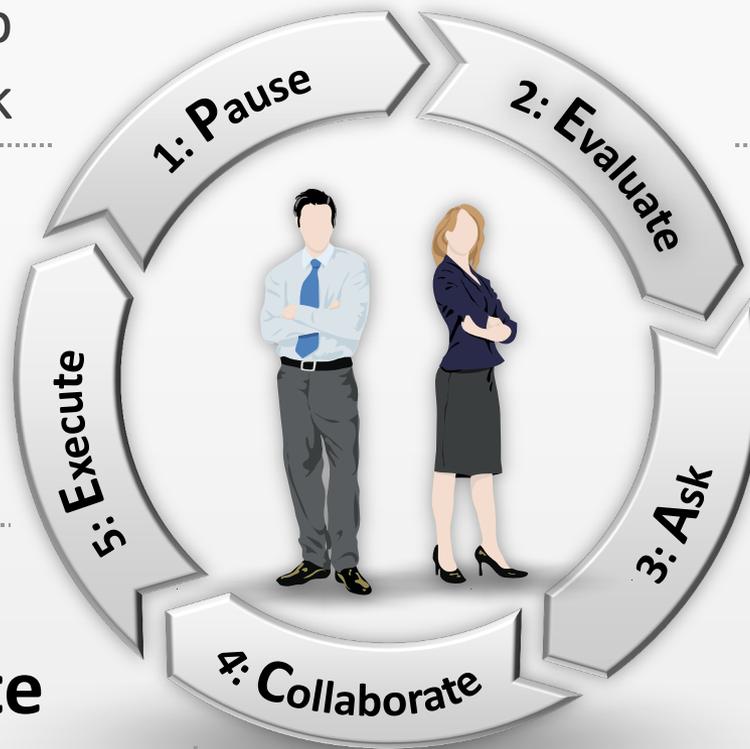
Do what
I said

3: Ask

What is the
conflict?

4: Collaborate

Collaborate on
options



Agenda



1 Introductions

2 How to Adapt Your Natural Style

3 5 Steps to Prepare for a DME

4 G-I-V-E to Deliver a Difficult Message

5 Review, Conclusion, Q&A



Delivering a Difficult Message



G-I-V-E

GIVE



Delivering a Difficult Message



G-I-V-E

GIVE

Don't dance around the issue. Clearly state what needs to be said.

Get to the Point



Delivering a Difficult Message



G-I-V-E

GIVE

Don't dance around the issue. Clearly state what needs to be said.

Get to the Point

Information

Provide supporting facts to back-up the message.



Delivering a Difficult Message



G-I-V-E

GIVE

Don't dance around the issue. Clearly state what needs to be said.

Validate their perspective.

Get to the Point

Information

Validate

Provide supporting facts to back-up the message.



Delivering a Difficult Message



G-I-V-E

GIVE

Don't dance around the issue. Clearly state what needs to be said.

Validate their perspective.

Get to the Point

Information

Validate

Exit Plan

Provide supporting facts to back-up the message.

What is the next step?
How are we going to move on?



Delivering a Difficult Message



G-I-V-E

Putting it Together

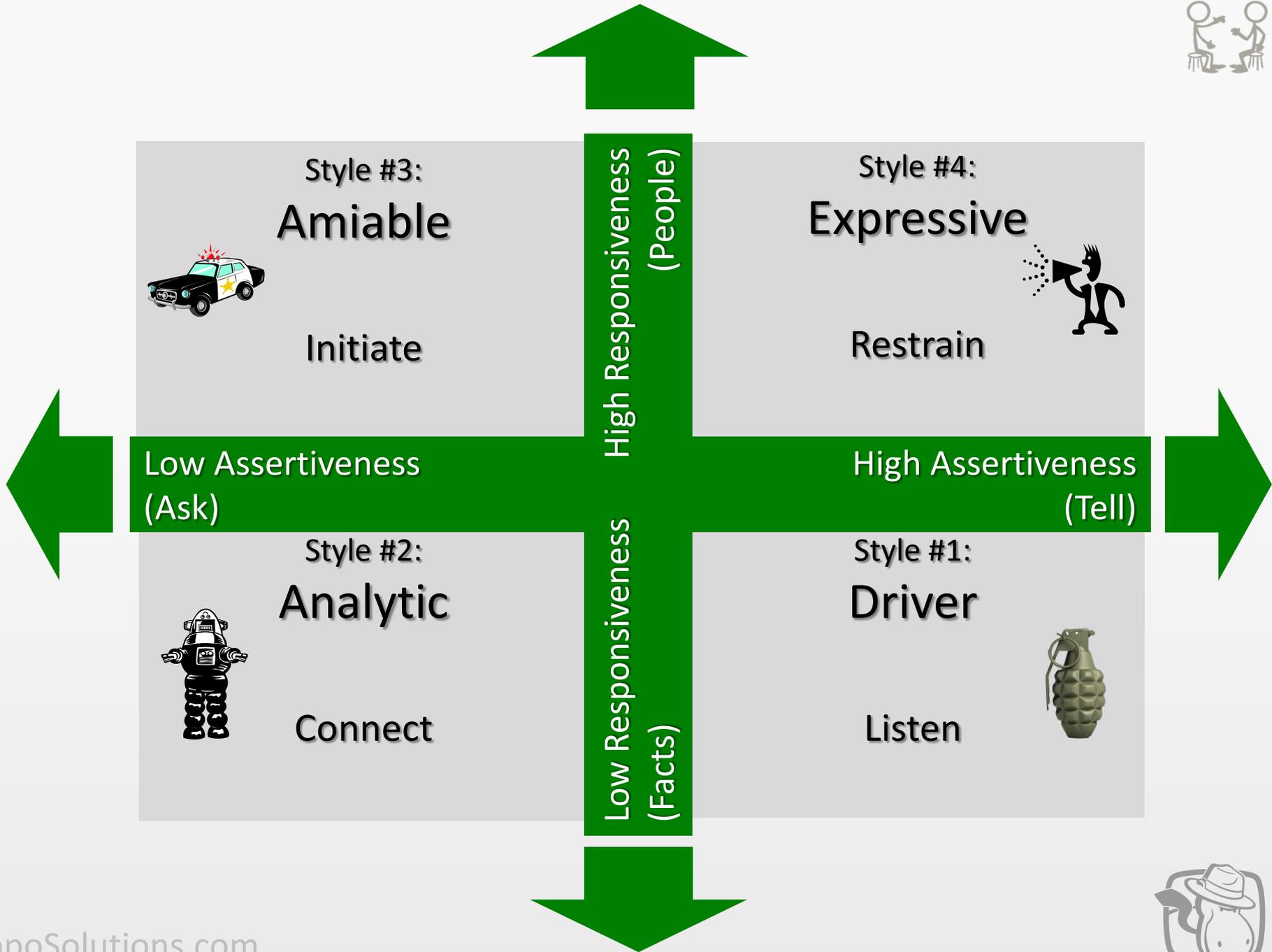


Agenda



- 1 Introductions
- 2 How to Adapt Your Natural Style
- 3 Using the P-E-A-C-E Loop to Resolve Conflict
- 4 G-I-V-E to Deliver a Difficult Message
- 5 Review, Conclusion, Q&A





Review



5 Steps to Prepare for a Conflict or DME

Step 1: Establish the Relationship

Step 2: Understand the Audience

Step 3: Adopt the Third Story

Step 4: Strap on the Teflon

Step 5: Initiate



Review

The P-E-A-C-E Loop



1: Pause

Step
back

2: Evaluate

What do I
know?

5: Execute

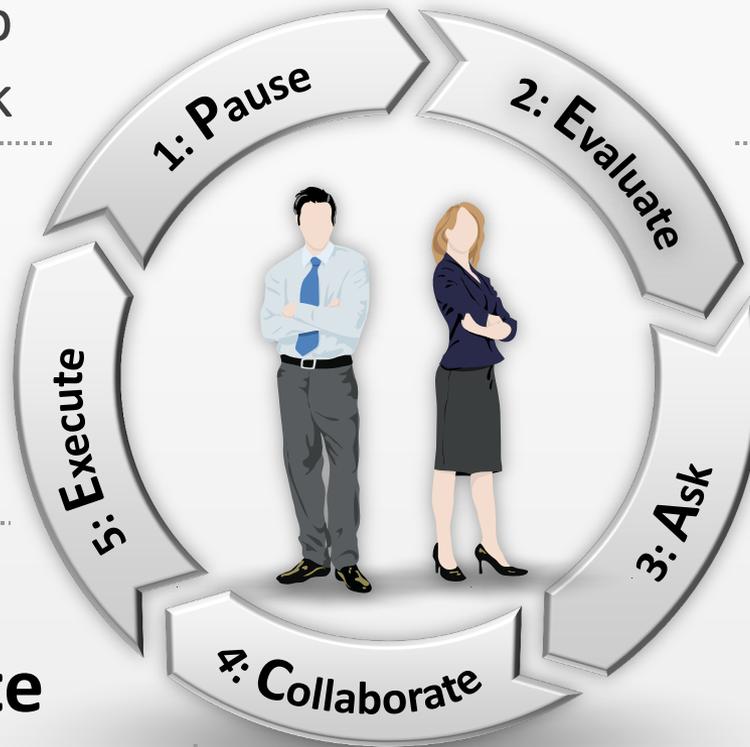
Do what
I said

3: Ask

What is the
conflict?

4: Collaborate

Collaborate on
options



Review



G-I-V-E

GIVE

Don't dance around the issue. Clearly state what needs to be said.

Validate their perspective.

Get to the Point

Information

Validate

Exit Plan

Provide supporting facts to back-up the message.

What is the next step?
How are we going to move on?





Action Step

What is one thing you will do differently to become more proficient at resolving conflict and delivering difficult messages?

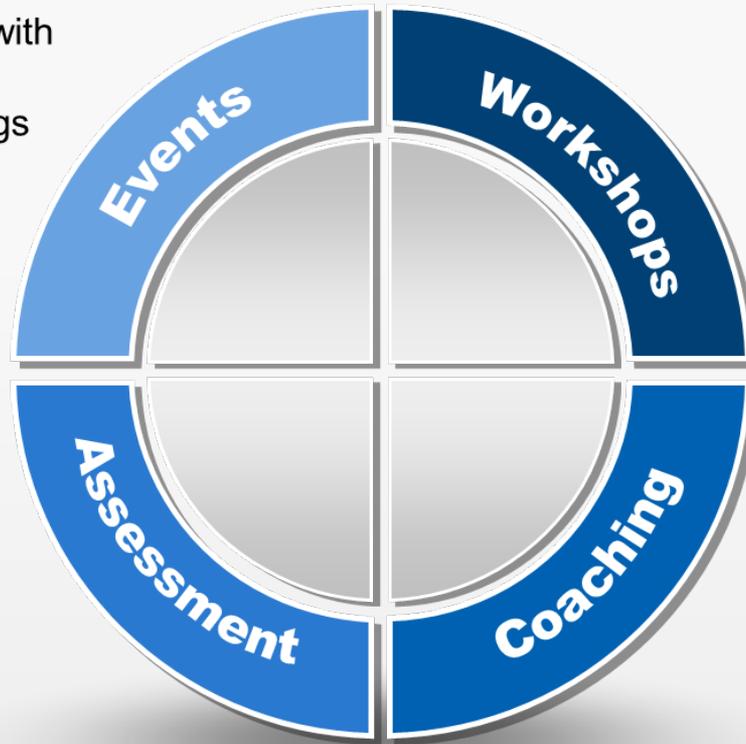


About Hippo



Engaging presentations with live actors for events, conferences, and meetings to introduce skills and create engagement.

Immersive workshops to learn and practice skills in a safe, realistic setting with live actors and personal coaching.



Effective surveys and measurements to assess your organization's Communication Quotient and identify needs.

One-on-one coaching with leaders and executives to develop the communication skills that drive performance.





Thank
You!

FREE DRAWING!

@HippoSolutions
info@hipposolutions.com





Q&A





Thank
You!

THANK YOU!

@HippoSolutions
info@hipposolutions.com



Can We Talk?

How to Resolve Conflict and Deliver a Difficult Message

