

10 Tips to Diffuse Conflict & Prime for Better Conversations

“A word, phrase, interaction – or even silence – can have a profound ripple effect, for better or worse. Are your conversations creating the right ripple?”

- 1) Reflect on and name your conflict triggers.
- 2) Notice the triggers in the moment. Practice pausing and focus on downgrading the cortisol (stress reaction).
- 3) Try to make the ‘invisible visible’ and acknowledge what’s going on ‘beneath the surface’ (your reactions, feelings, assumptions, fears, stories). This will also help you access your ‘trust’ brain and open you up for more conversational agility and empathy. See the “Ladder of Conclusions” in the presentation as a helpful process to do this.
- 4) Reframe “conflict” and “difficult conversation” to “important conversation” -- or something else that can help diffuse the feeling of ‘threat’.
- 5) Get curious and try to understand others’ perspectives.
- 6) Ask questions that you don’t already have the answer.
- 7) Decide what kind of conversation you want/need to have? And at what level (1, 2, 3). Try on some at level 3.
- 8) Begin your conversations from a place of acknowledgment, appreciation and empathy.
- 9) Look for common ground and co-create an aspirational goal.
- 10) Finally, invest in the relationship and not just the transaction – and see what happens.

Would you like to learn more about how to develop communications and relationship efficacy with Conversational Intelligence® (C-IQ®)? Get in touch – there’s so much more to share. Eileen@bigcheese coaching.com
