

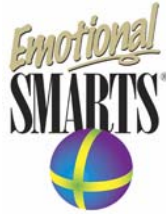
**Educational Services related to**  
**Negotiating and Managing Conflict using**  
**Your Emotional SMARTS®**

**By Dr. June Donaldson, Certified Mediator and Arbitrator and President**  
**Donaldson & Associates, Inc., 499 – 1919B – 4<sup>th</sup> St. SW**  
**Calgary, Alberta, Canada T2S 1W4**  
**Tel: 403 – 287 2244 FAX: 403 287 1212**  
[jad@emotionalsmarts.com](mailto:jad@emotionalsmarts.com) [www.emotionalsmarts.com](http://www.emotionalsmarts.com)

Conflict is an integral part of personal and professional relationships. Just as there are many different types of people, there are many different approaches and reactions to conflict. I call the three different levels of conflict:

- a. Creative conflict
- b. Challenging conflict, and
- c. Contaminated conflict.

**Creative conflict** is when people experience temporary relationship discomfort from misunderstandings or assumptions. They “fight fair” by disclosing their thoughts and feelings in a clear, concise, honest, respectful and non-judgmental way. When people apply their emotional intelligence, or Emotional SMARTS®, in this manner they are willing to disclose, listen, discuss, problem solve and have a future focus on how the conflict can be resolved to where both parties can comfortably live with the outcome.



**Challenging Conflict** is when people experience relationship discomfort from lack of knowledge or interpersonal skills; conflicting ethical expectations; differing moral standards; or dated and often inappropriate “old tapes” which do not serve them well in today’s environment. Over time, on-going challenging conflict can zap relationships of their energy, creativity and hope.

Sometimes people in these relationships require personal or professional development through behavioural modification or outside resources to assist them in identifying ways to act and react to ensure the conflict enhances, versus destroys, the relationship.

**Contaminated Conflict** is when people experience on-going emotionally charged, disrespectful relationships that could include physical, emotional and/or verbal abuse. This type of conflict can destroy one’s soul and remaining in these relationships can be unsafe, unhealthy, and unproductive for everyone involved. In these situations, all involved participants need to identify what they contribute to the relationship; what they receive from the relationship; why they stay in the relationship; what costs they pay to stay in the relationship; what costs are experienced by others by them staying in the relationship; what (if anything) can be done to consistently improve the relationship; and how to let go of the relationship if the above issues cannot be resolved to a mutually acceptable level.

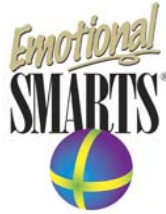
**WORKSHOP OUTCOMES:** This workshop focuses on motivations and behaviours of people experiencing Creative and Challenging conflict. At the end of two days, participants should be able to:

1. Describe various types of negotiation and conflict management approaches which can be used to their best advantage.



2. Recognize the power of their behavioural style and how it influences their attitudes, expectations and behaviours during conflict situations.
3. Identify behavioural styles of other people and recognize how their behavioural style motivates them to do what they do, say what they say, and need what they need.
4. Create a case development document that enables participants to gain a broad perspective of the involved individuals and actual situation, thereby giving them insight into the positions and interests of everyone involved in the conflict.
5. Apply a negotiation and conflict management process to facilitate discussion, problem solving, decision making, and mutual resolution of the conflict.
6. Select various communication skills aimed at reducing relationship tension in order to achieve balance between the results to be achieved and the relationship to be managed.
7. Initiate discussion, in a clear, concise, honest and respectful manner, with other people when something they have said or done is causing an on-going problem or relationship challenge.
8. Enable individuals to practice conflict management techniques in small, safe, and non-threatening groups.

Participants will have opportunity to work on a situation that has caused them conflict in the past, or is currently causing conflict, so attendees should come prepared to discuss a situation that requires them to demonstrate negotiation and conflict management skills. This exercise will provide opportunity for attendees to gain insight into why the situation evolved as it did and what they might be able to do to demonstrate leadership in the situation and restore the relationship to another, more positive and productive, level.



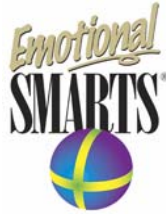
**LEARNING METHODS AND VALUE ADDED ACTIVITIES:** In addition to the workshop binder, participants will be given profiles and assessments to complete as they work through the course material. The workshop itself is designed according to adult learning theory and is reflective, participative, thought provoking and fun. Come prepared to discuss conflict, listen to others, problem solve, participate in teams and groups and contribute your own experiences to the process.

As conflict knows no bounds, this workshop is both a business and life skills learning opportunity. Participants should benefit by:

- A. Improved self-confidence and skills in identifying, assessing, addressing and resiliently recovering from conflict
- B. Improved inter-personal relationships with authority figures, peers, subordinates and family members
- C. Greater leadership abilities in terms of early recognition and management of conflict in both personal and professional situations
- D. Less personal anxiety and stress as they more fluently anticipate and negotiate conflict early in the conflict cycle.

Organizations should benefit through employees who can:

- a. Pro-actively assess conflict potential within teams or departments
- b. Demonstrate greater leadership skills in emotionally charged environments
- c. Constructively discuss, listen and problem solve with internal or external contacts
- d. Mentor, role model and coach others on how to lessen relationship tension so that everyone involved can move forward with the task at hand
- e. Conduct negotiations and conflict management interventions in a timely and resource efficient manner.



**The Presenter:** Dr. June Donaldson is a Calgary based expert in the area of emotional intelligence with her work and trademark, known as “Emotional SMARTS<sup>®</sup>”, distributed internationally. She is also a certified Mediator and Arbitrator having taken her education through the Alberta Arbitration and Mediation Society.

Dr. June believes that our level of emotional intelligence and our ability to identify, assess, address and resiliently recover from conflict are interrelated. As a result, in most of her conference presentations, seminars, or management retreats, she integrates emotional intelligence information with conflict management processes.

Dr. June receives outstanding reviews on her work and over the years has received many recognitions and Board appointments. To learn more about her broad range of educational tools and seminars; conference presentations, or leadership retreats, please contact us at 403 287 2244 in Calgary, Alberta, Canada. Thank you!.