

Conflict Management and Communication Skills

Agricultural Societies Council of NSW Ltd



Committed to Workplace Harmony

Respectful communications

- No personal attacks
- Allowing for 2 way communications
- Professional, Constructive, Open approach
- Appropriate language, volume, tone, body language
- Listening, Clarifying and Understanding what is being said
- Understanding and preparing for the other person's communication style
- Being well prepared with required detail necessary for the conversation






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Being Reactive

Stimulus perceived as a threat Elicits a threat reaction

S = R

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The neuroscience behind our reactions

Why zebras don't get ulcers

<https://www.youtube.com/watch?v=5ePYet3Fbts>

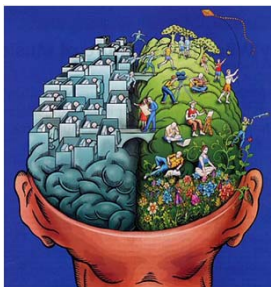

The concept of social pain and how this causes conflict

<https://www.youtube.com/watch?v=X7EFYwUopf8>



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Concept: 2 Hemispheres of the Brain

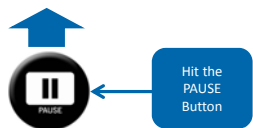




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Choosing to Respond not React

Stimulus perceived as a Threat Stay Calm and Think Elicits a Considered Response

S + T = R

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The Filter



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Neuroscience of Positive Communications

- Choose to see the positives
- Choose to speak positively

Oxytocin, a feel-good hormone that elevates our ability to communicate, collaborate and trust others by activating networks in our prefrontal cortex. But oxytocin metabolises more quickly than cortisol, so its effects are less dramatic and long-lasting.

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Take responsibility for feelings and decisions

Being resilient means you understand that:

- Feelings are neither good nor bad.....they just are
- Feelings don't dictate your thoughts or actions, your logical reasoning does
- How you feel is your responsibility. No one else can make you feel sad, angry, happy etc. We let ourselves feel those things. We make a choice to feel that way.


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Assertive Behaviours

- Eye contact: interest, sincerity
- Emotions: neutralise emotions in your voice, facial expression and body language
- Breathing: slow & rhythmic
- Voice: an even, well modulated tone
- Pronounce words clearly. Ask questions with purpose
- Listening: Allowing the other person to speak while you actively listen

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The G.R.O.W. Model

A structure for a constructive conversation



- G – Goals
- R –Reality & Reasoning (Person #1 & Person #2)
- O – Options & Outcomes
- W – Way forward

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Mediation



Investigations



Training

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