

Conflict-Savvy! Skills that Change Your World | Outline of the Day

1) Benefits of the seminar: Less anger and depression, better health and resiliency, the ability to painlessly resolve tough issues, skills to maintain life-long alliances, and insights to create a legacy of integrity and respect

2) Three workplace cultures: a) groups fueled by anger, and mistrust, bonded only within divisive factions, b) teams that are disengaged, c) groups that are connected and cohesive, fulfilling the intrinsic desire to belong to a productive group

3) Exercise: How mistrust and destructive disagreement spread - the nine stages of escalated conflict

4) The most important habit we bring to the table - responses to disagreement and how they shape our effectiveness, health and relationships

Exercise: *Reflexive* (knee-jerk) reactions to disagreement - the assumption that another person's defective character or incompetence is causing our frustration

Inflammatory thinking and how it turns healthy disagreement into a power struggle

Exercise: *Reflective* (analytical) reactions - searching for underlying reasons - disagreeing without drama

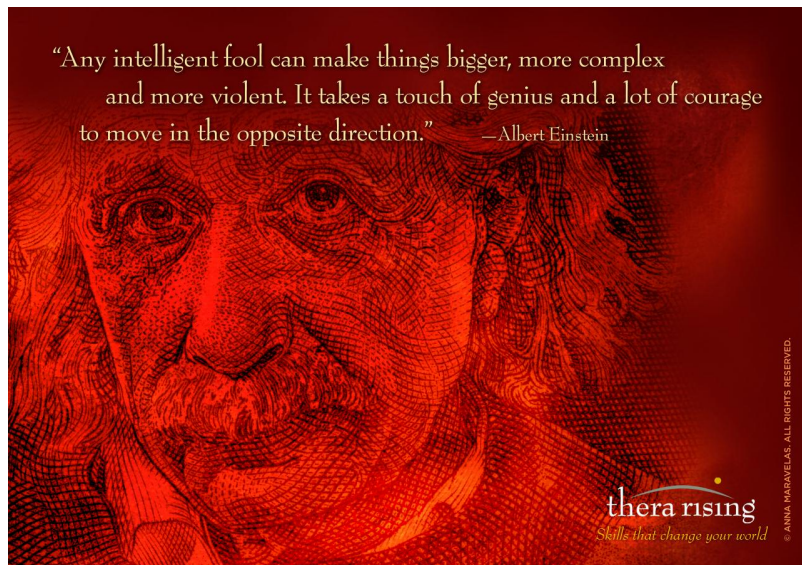
5) How chronic anger becomes a risk factor for depression

6) Exercise: Experiencing the power of assumptions

7) Case study: The fundamental attribution error - blaming people for problems instead of inviting them to engage in a hardheaded search for solutions

8) Why neurobiologists label our brains "nervous and cranky," scanning constantly for imperfection, and how we can compensate

9) The consequences of anger and hostility: heart disease, loss of IQ, impaired memory, etc.



- 10) DVD: The self-defeating habit at work - disparaging someone who is not in the room
- 11) Exercise: The price we pay when we talk *about* someone rather than talking *to* them
- 12) Exercise: How to calm an angry colleague or client and move toward a future-oriented solution
- 13) Exercise: How to increase your effectiveness using assertiveness *and warmth*
- 14) Energy, sustenance and health - the physiology and conditions of connectedness

Exercise: Increasing connectedness in your team

Exercise: "Hard on the problem, soft on the people" – how to give corrective feedback without putting the relationship at risk



- 15) Reciprocity - the most reliable predictor of human behavior – accurately predicting how others will respond to our overtures
- 16) Reciprocity and your organization's hot spots - situations you'd like to improve

Exercise: Discover how others perceive us when we make negative assumptions and inadvertently create *Cycles of Contempt*

The five most common causes of workplace tension – it's not the people!

Exercise: We revisit the same hot spot but focus on root causes rather than personalities and build positive reciprocity

- 17) How to open the dialogue on a potentially contentious issue with a 96% chance of a positive outcome

Exercise: Script out a dialogue using a proven, five-step process, practice in pairs, and receive feedback

- 18) Closing: Revisit the five benefits, review of key concepts, and evaluation

Thera Rising's powerful strategies are based on insights gained from resolving more than 300 workplace conflicts and cutting edge research. The founder, Anna Maravelas, is a Licensed Psychologist, M.A., and the author of "How to Reduce Workplace Conflict and Stress" (Career Press) now in its 13th printing. More than 35 publications have featured Thera Rising's strategies, including "The New York Times," "Oprah Magazine," and "Harvard Management Update." Thera Rising has associates in South Africa, Norway, Finland, the UK and across the US. Thera Rising is located in the Twin Cities of Minnesota.