



**WEATHERING THE CONFLICT STORM:
STRATEGIES FOR DIMINISHING THE DESTRUCTION**

Alamo Project Management Institute

July 26, 2017

San Antonio, Texas

By

Patricia M. Porter, LCSW, AAP, ABW

President and Owner

210-880-4440

STRATEGIES FOR DIMINISHING DESTRUCTION

Track the Conflict Storm's Path

- Be an observer.
- Notice the early signs of brewing interpersonal conflict.
- Assess the potential or existing damage to the project or relationships.
 - Rate the severity of damage to (1=Minimal; 5=Moderate; 10=Severe)
 - Respectful communications _____
 - Trust with individual _____
 - Trust with client _____
 - Trust with team _____
 - Project completion _____
- Assess the intensity and identify where you are on the escalation scale.
 - Tropical disturbance/Difference of opinion _____
 - Tropical depression/Misunderstanding _____
 - Tropical storm/Disagreement _____
 - Hurricane status
 - Category 1/Discord _____
 - Category 2/Discord _____
 - Category 3/Hostile _____
 - Category 4/Polarization _____
 - Category 5/Polarization _____
- What are the potential consequences for ignoring the storm?
- Make a proactive decision to intervene before the storm grows.

Prepare for the Conflict Storm

- Take a break and take a breath.
- Step back. Don't react.
- Analyze the triggers or hot buttons from both perspectives. (*see Triggers' Analysis Tool below*)



Change the direction to minimize the damage

- Identify your contribution to the brewing conflict storm.
- Make a decision.
 - Salvage relationship
 - Alter relationship
 - End relationship
- Set your intention for how you will respond.
 - Be present. Listen to understand.
 - Be curious. Ask open-ended questions.
 - Be courageous.
- Refrain from the blame game.
- Stop “shoulding” on the other.
- Reach out for help.
 - Use your support network
 - Confide in a mentor
 - Hire a conflict coach
 - Practice the approach
 - Use a facilitator or mediator to hold a dialogue session



TRIGGERS ANALYSIS TOOL

MY PERSPECTIVE

What was said or done by the other person that triggered you?		Identify what you most need from other person to do or say instead.
How did you experience the trigger (emotionally, physically, or mentally)?		
How did you react or respond? (possible you did nothing or avoided)		

THEIR PERSPECTIVE

What did you say or do that triggered the other person?		Identify what they most need from you to do or say instead.
What did you observe when this person was triggered?		
How did this individual react or respond? (possible they avoided)		



Patricia M. Porter, LCSW, AAP, ABW

Patricia Porter is a conflict management expert, author, speaker, and radio show host. She has worked extensively in the dispute resolution field since 1994 providing mediation, team facilitation, negotiation training, and conflict management and abrasive leader coaching services to leaders, corporations, family businesses, government agencies and higher education institutions. Patricia trains and facilitates extensively throughout the U.S. and is a formal mentor for conflict coaches, Air Force mediators and government facilitators. She is an adjunct faculty member at Southern Methodist University in Plano, Texas, and the Founder and Host of a global online radio program, The Texas Conflict Coach®. She is the author of two Minibooks™ *Stop The Dreaded Drama: 55 Tips for Ending Destructive Conflict* and *Stop Avoiding Conflict: Learn How to Address Disputes Before They Erupt*.

Does avoiding conflict to “keep the peace” mean key issues go unaddressed? Learn simple ways to firmly address conflict issues before they erupt into major problems at work or home. Patricia Porter helps you recognize conflict avoidance and understand when it can be an effective strategy. She also addresses how you can change conflict-avoidant behaviors in yourself and others in order to conquer the fear of conflict and its damage to working relationships.

Special Pricing

\$15.00 for the Bundle

