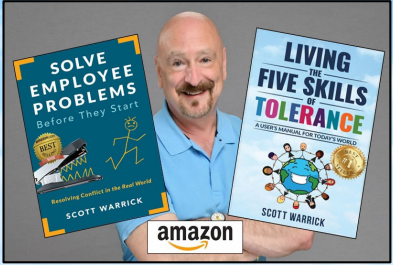




**CONFLICT RESOLUTION:
Retreating
&
Attacking
Communication Styles**

Scott Warrick, JD, MLHR, CEQC, SHRM-SCP
www.scottwarrick.com

1




**FREE
Lunch &
Learn Videos
Are Posted!**

[\(https://scottwarrick.com/living-the-five-skills-of-tolerance/\)](https://scottwarrick.com/living-the-five-skills-of-tolerance/)

<https://scottwarrick.com/>

2

Diagnostic Diamond



EPR
Empathic Listening, Parrotting & "Rewards"

Trust
Is it Safe?

Emotional Intelligence
Tolerance
No Retreating or Attacking Intervention


Team
Everyone is focused on the same goals.

Hit King
Failed 70% of the time

EI + EPR = VERBAL JEET

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3



EPR
Empathic Listening, Parrotting & "Rewards"


"HOW CAN I HELP YOU?"

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EMOTIONALLY INTELLIGENT COMMUNICATORS

PITCHERS & CATCHERS
The Senders



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FIGHT -or- FLIGHT






What Do People Do When You Attack Them?

Swordlow

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Three Pitching Styles

| | | |
|---|---|---|
|  |  |  |
| Attackers | Honest Respectful Communicators | Retreaters |

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7

Three Pitching Styles

| | | |
|--|---|---|
|  |  |  |
| Attackers | Honest Respectful Communicators | Retreaters |

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Retreaters

| | | |
|---|--|---|
| <p><i>"I'm a nice person. I would NEVER say anything to your face..."</i></p> |  | <p><i>"I wait until you leave!"</i></p> |
|---|--|---|

ANGEL PITCHERS

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Are YOU HONEST?



**Do YOU SEEK OUT Others When There Is CONFLICT ...
Or Do You Just STAB Them In The Back When They Are Not Around?**

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Retreaters

| | |
|---|--|
|  | <p>Do <u>YOU</u> Do This???</p> |
|---|--|

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11



Maybe ... the weak link in all your relationships is YOU!

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12


HIGH STAKES POKER



75% Don't Matter 25% HIGH STAKES

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More Relationships Die By ICE Rather Than By FIRE.

~ Dr. Julie & John Gottman

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SUPRESSION Turns Into CONTEMPT.

~ Dr. Julie & John Gottman

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U.S. DIVORCE RATE

40-ish Percent of all First Marriages Fail

60-ish Percent of all Second Marriages Fail

70-ish Percent of all Third Marriages Fail

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Forbes

WHY?

#1:

Because we will not address and resolve conflict.

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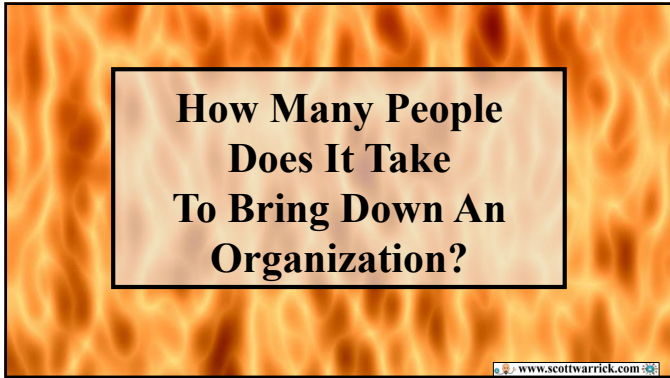
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Nice People Stink!

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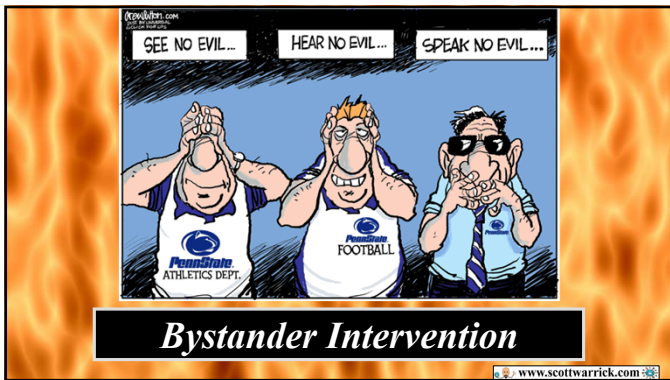
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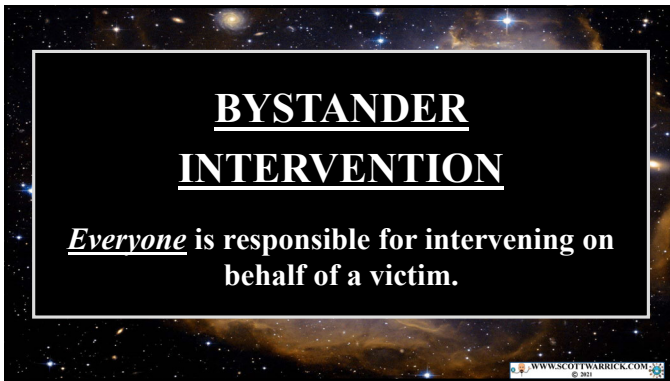
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**BYSTANDER
INTERVENTION**

Everyone is responsible for intervening on behalf of a victim.



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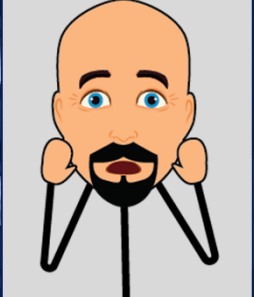
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When bystanders intervene, bullying stops within **10 seconds** **57%** of the time.

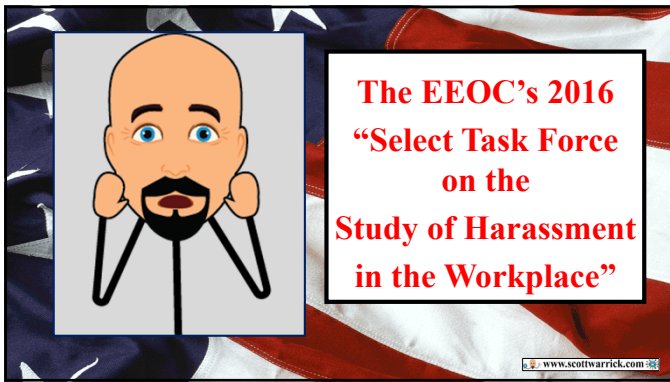



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**The EEOC's 2016
"Select Task Force
on the
Study of Harassment
in the Workplace"**



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WHAT IS THE PROBLEM?





Astonishingly, one researcher, Professor Lila Cortina at the University of Michigan, concluded that the most "reasonable" course of action for a victim of harassment to take in many organizations is to ***not report the harassment.***

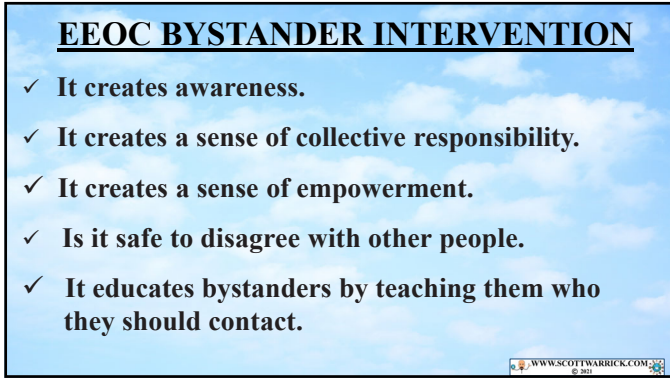


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EEOC BYSTANDER INTERVENTION

- ✓ It creates awareness.
- ✓ It creates a sense of collective responsibility.
- ✓ It creates a sense of empowerment.
- ✓ Is it safe to disagree with other people.
- ✓ It educates bystanders by teaching them who they should contact.



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***Is It OK To
Keep Quiet About
Sexual Harassment
If Your Biggest
Producer Is The
One Doing It?***




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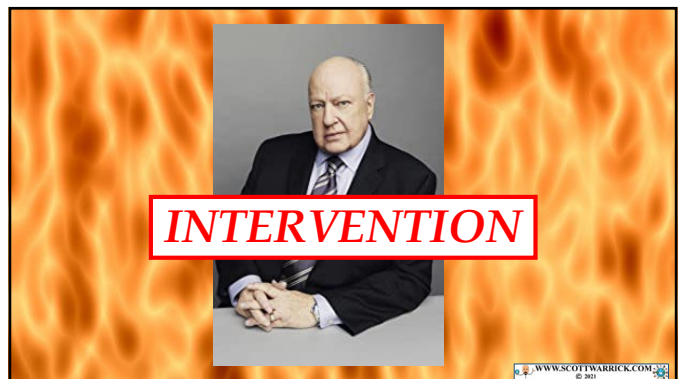
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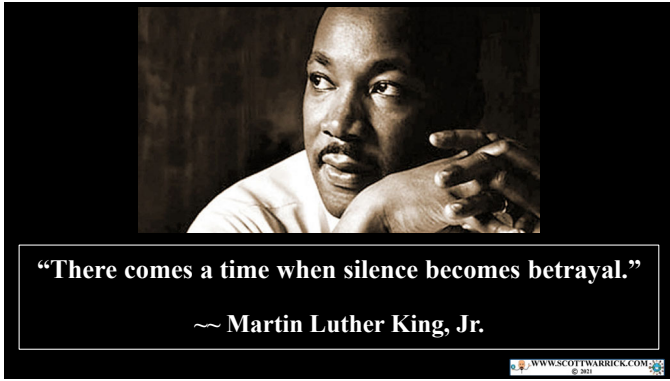
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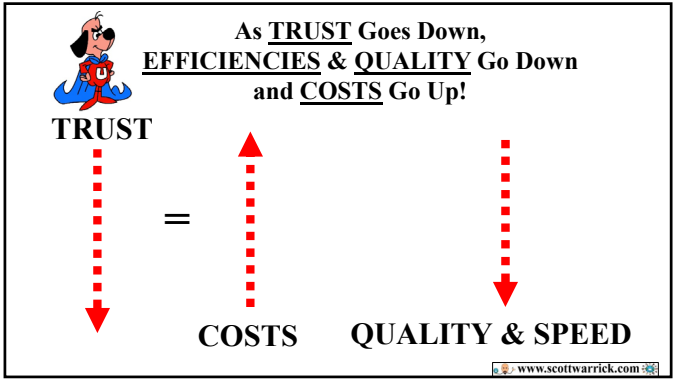
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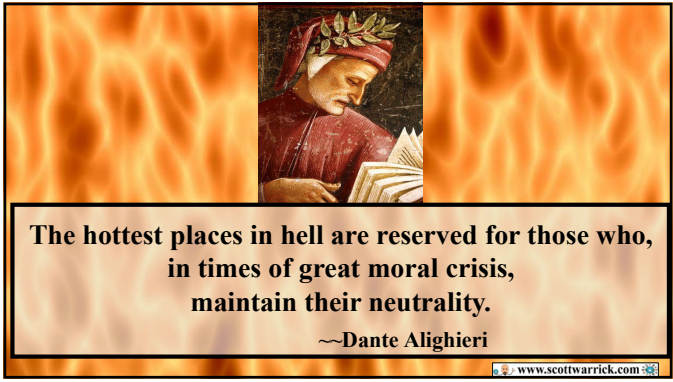
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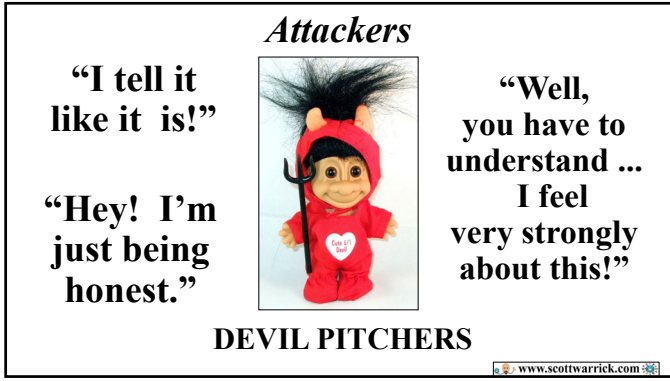
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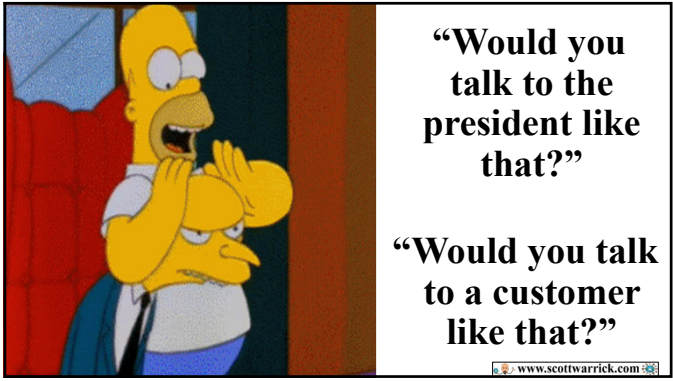
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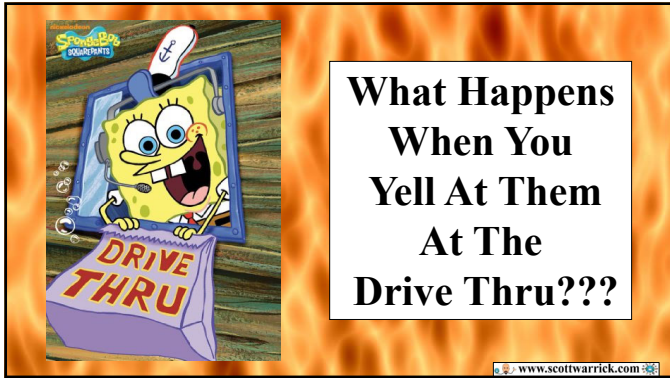
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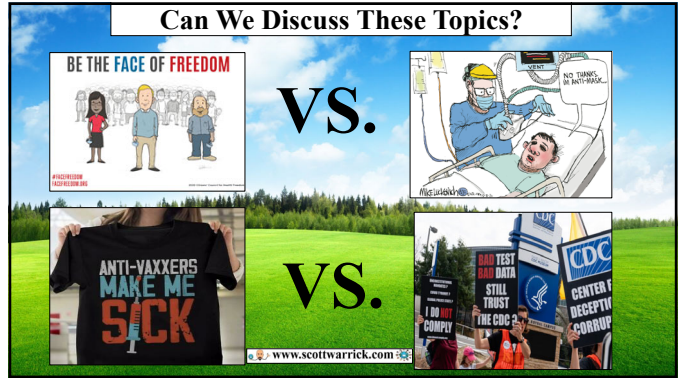
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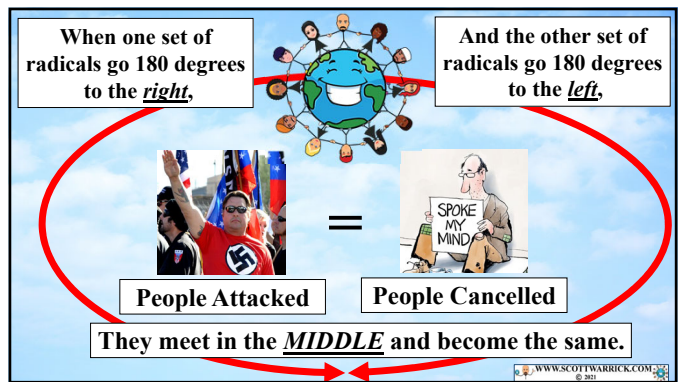
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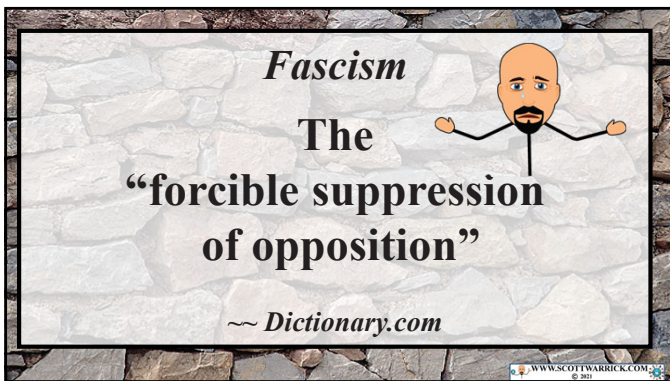
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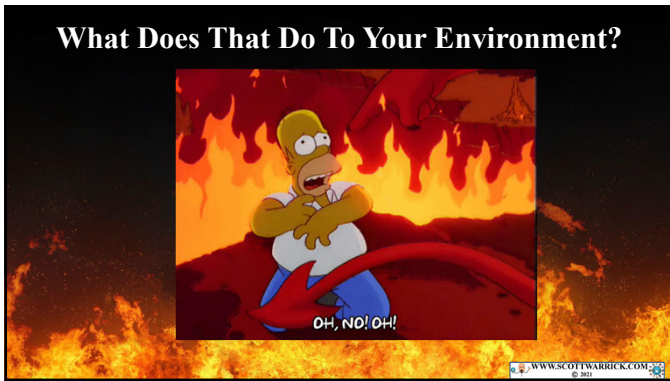
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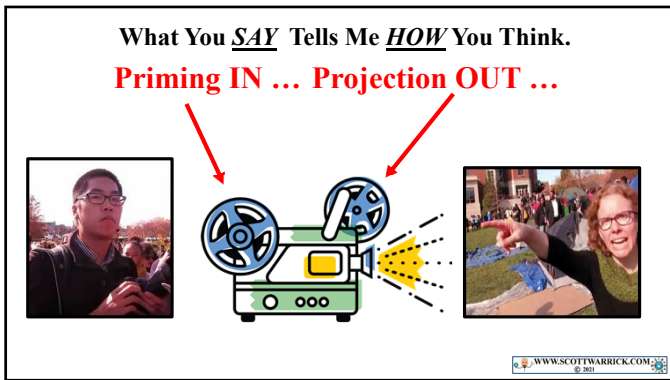
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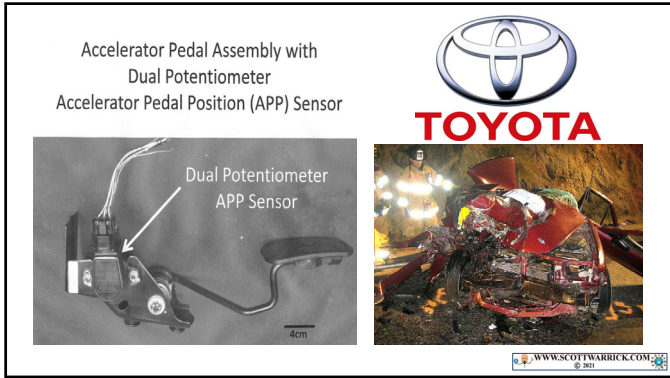
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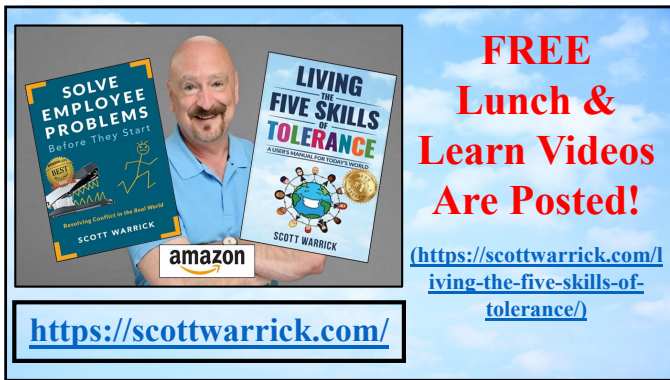
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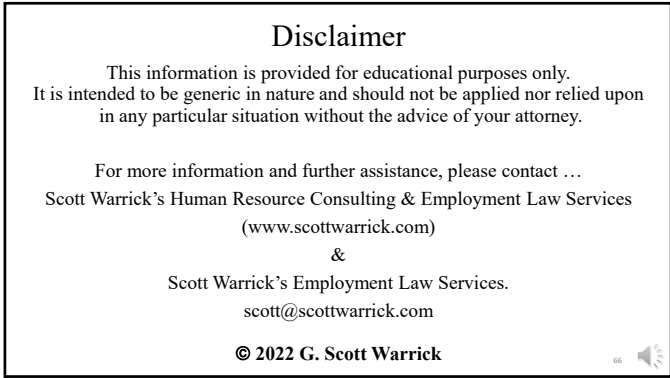
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