

# Managing Your Response to Conflict

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# About Me

- Associate Director at the University of Kansas Transportation Center
- KS LTAP Director
- Owner of Wilder Leadership
- MS Management & Leadership
- Conflict Resolution Specialization from UCI

## About the Material:

- Based on NVC by Dr. Marshall Rosenberg
- Peer reviewed by KU Senior HR Trainer & KDOT State Mediators

# **What makes conflict difficult?**

# Activators

- Actions, behaviors, events, ideas, words that simply set you off – negatively or positively
- Cause you to react more out of emotion than out of strategy
- Not conscious and not productive
- Can usually be traced back to a value

# What activates you?

Word/phrase, person/group, situation, actions

**What do you notice in yourself  
when activated?**

**What do others see when you are  
activated?**

**When you don't manage your  
response, what's the result?**



# STOP Method



**Sensing**

**Take the Time**

**Observations**

**Perceptions**

# Sensing - Physical

What physical sensations do you tend to experience when activated?

# Sensing - Physical

Autonomic  
Nervous System

Parasympathetic  
(Brake)



Sympathetic  
(Gas)

# Sensing - Emotional

## Feelings

- Scared
- Angry
- Tense
- Hurt
- Frustrated
- Shocked



## Values / needs

- Security
- Respect
- Peace
- Understanding
- Consideration
- Fairness

# Sensing - Feelings

- Feelings take responsibility for how we feel and are tied to an underlying value
  - "No one can make you feel inferior without your consent."  
- Eleanor Roosevelt
- Faux feelings imply that someone is doing something to you and often connote wrongness or blame

# Sensing – Values / needs

- Values are universal to all humans and typically fall into one of seven categories
  - Connection
  - Physical Well-Being
  - Honesty
  - Play
  - Peace
  - Autonomy
  - Meaning
- Examples
  - Faux Feeling – I feel like you betrayed me
  - Feeling – I feel hurt
  - Feeling + Value – I feel hurt because trust is important to me

# Sensing Feelings & Values

<b>Faux Feeling</b>	<b>Feeling(s)</b>	<b>Values/Needs</b>
<b>Blamed</b>	<b>Angry, Confused, Hurt</b>	<b>Accountability, Fairness</b>
<b>Dumped On</b>	<b>Angry, Overwhelmed</b>	<b>Respect, Consideration</b>
<b>Unsupported</b>	<b>Sad, Hurt, Anxious</b>	<b>Support, Understanding</b>
<b>Taken for Granted</b>	<b>Sad, Frustrated, Hurt</b>	<b>Appreciation, Recognition</b>

# STOP Method



Sensing

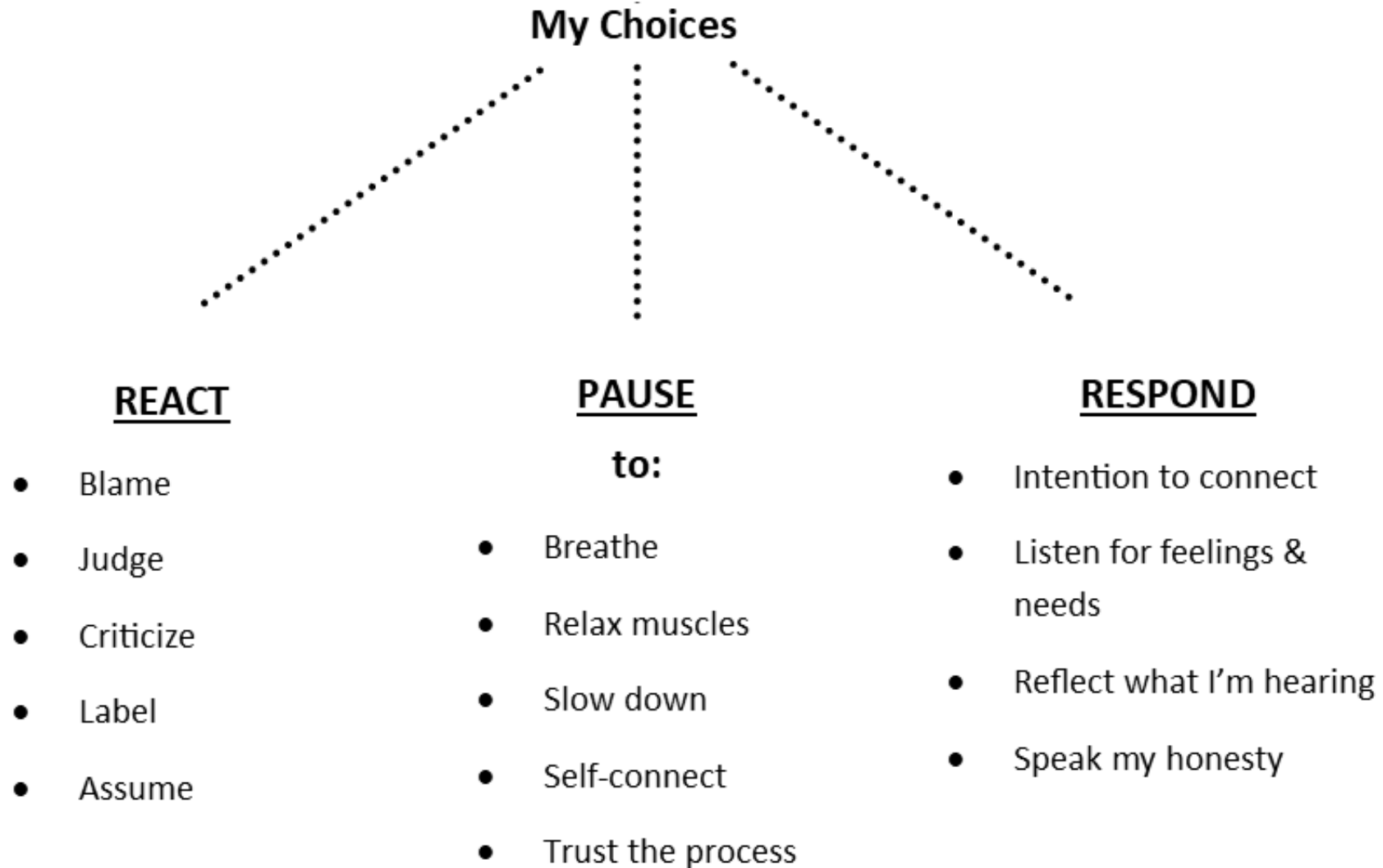
Take the Time

Observations

Perceptions



# Take The Time



# STOP Method



Sensing

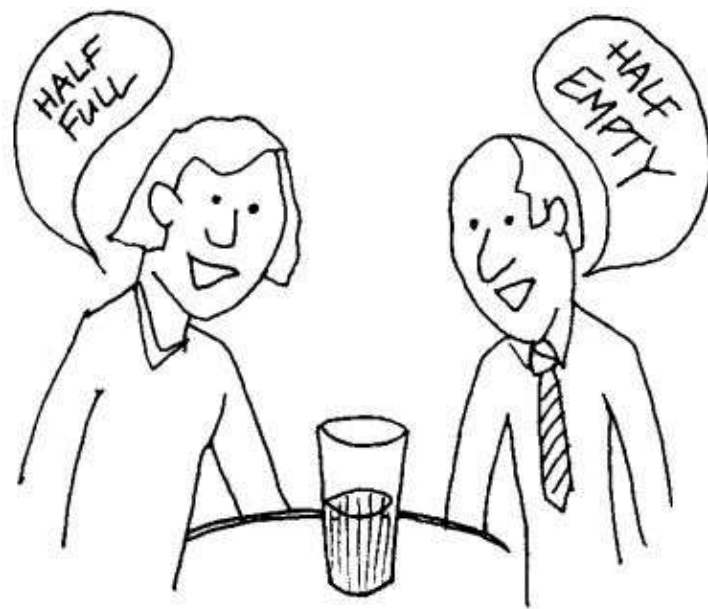
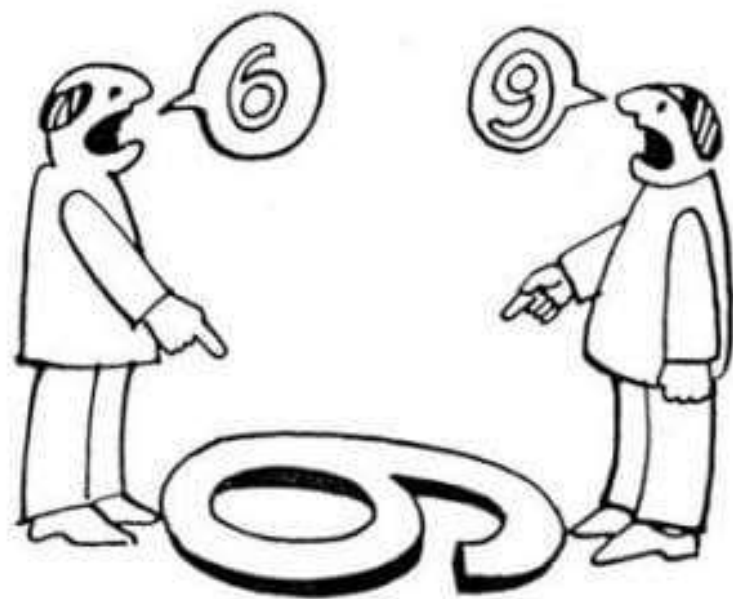
Take the Time

Observations

Perceptions

# Observations

- Observations are "just the facts"
  - What a video camera could record
- What you see, hear, or touch
- Statements without focus on right/wrong
- No interpretations or "making sense" of what you observe



# Observation & Perception

- What are the observations?
- What's your perception?
- How might the other party perceive the situation?
- How might a third party perceive the situation?

# STOP Method



**Sensing**

**Take the Time**

**Observations**

**Perceptions**

# Decision Time

## Make a Request

- SMART
- Open to hearing no
- Would you be willing to?

## Make an Offer

- SMART
- Open to hearing no (or yes)
- Would you like?

# Questions?

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