

# **CONFLICT RESET**

## **WORKSHOP**



*A Practical Conflict Resolution System for Any Workplace*

### **Content**

- Understanding Conflict
- The Psychology of Safety & Ego
- The **CLEAR** Protocol
- Lunch + Guided Role-Play
- Implementation Blueprint
- Commitment Practice



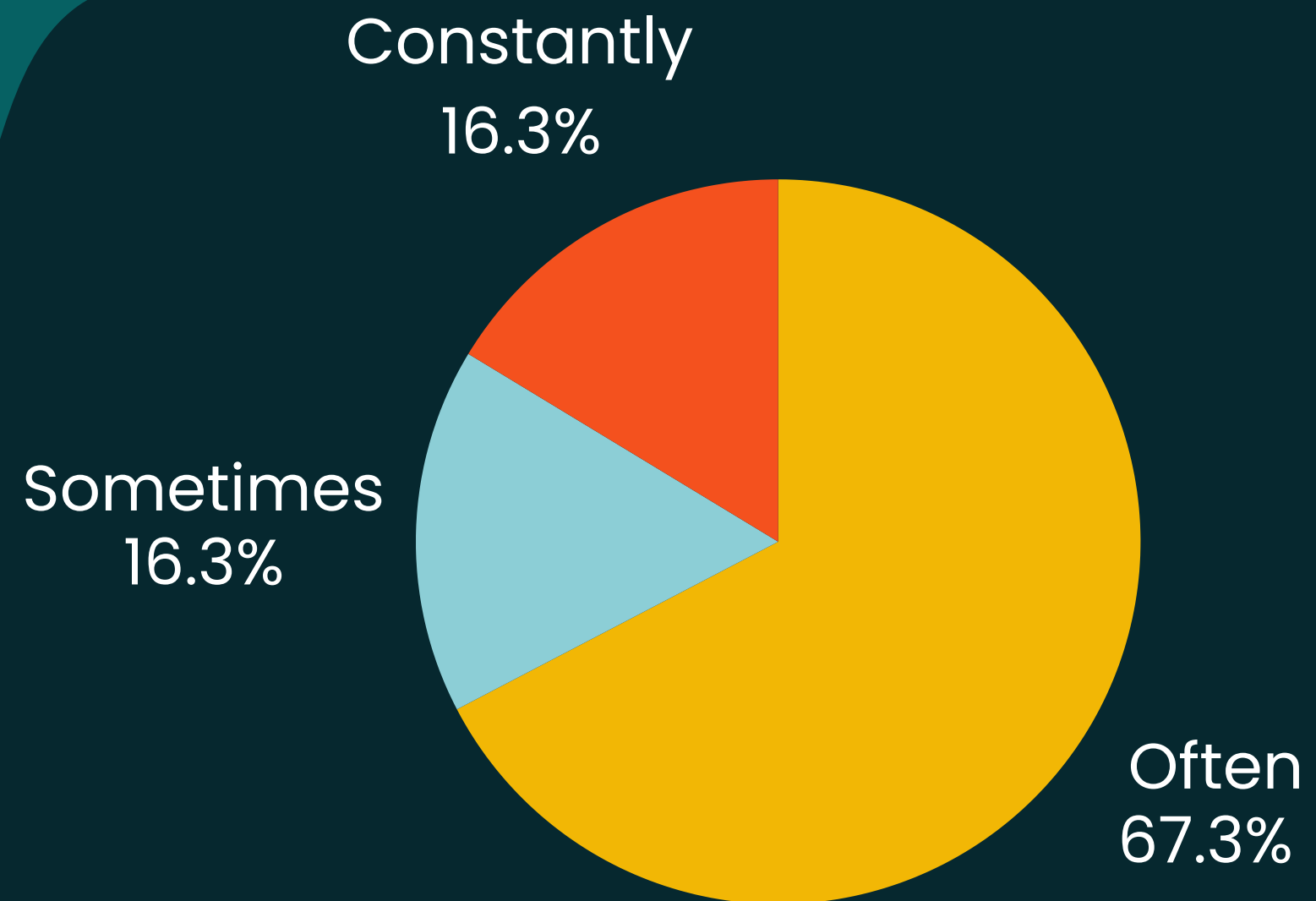
# PSYCHOSAFETY PROTOCOLS

*Respect*

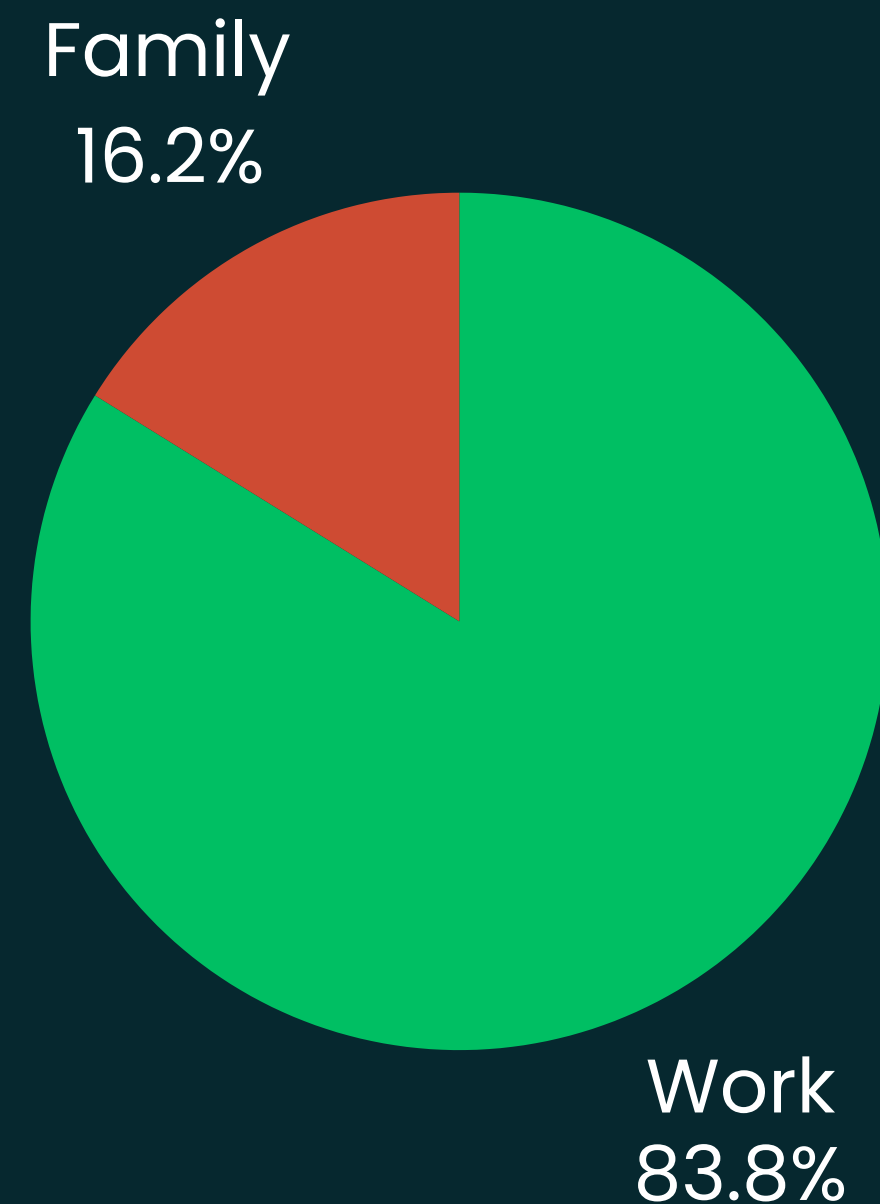
*Confidentiality*

*Empathy*

**UNDERSTANDING YOU**

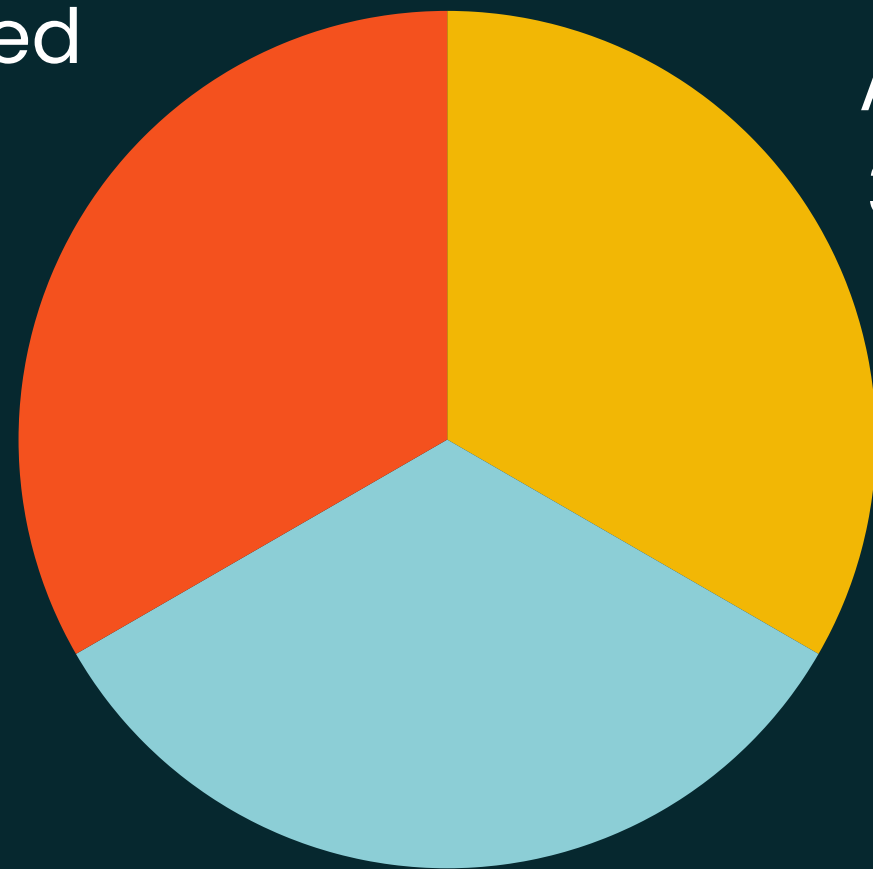


How often do you experience conflicts



Where do you experience conflicts mostly?

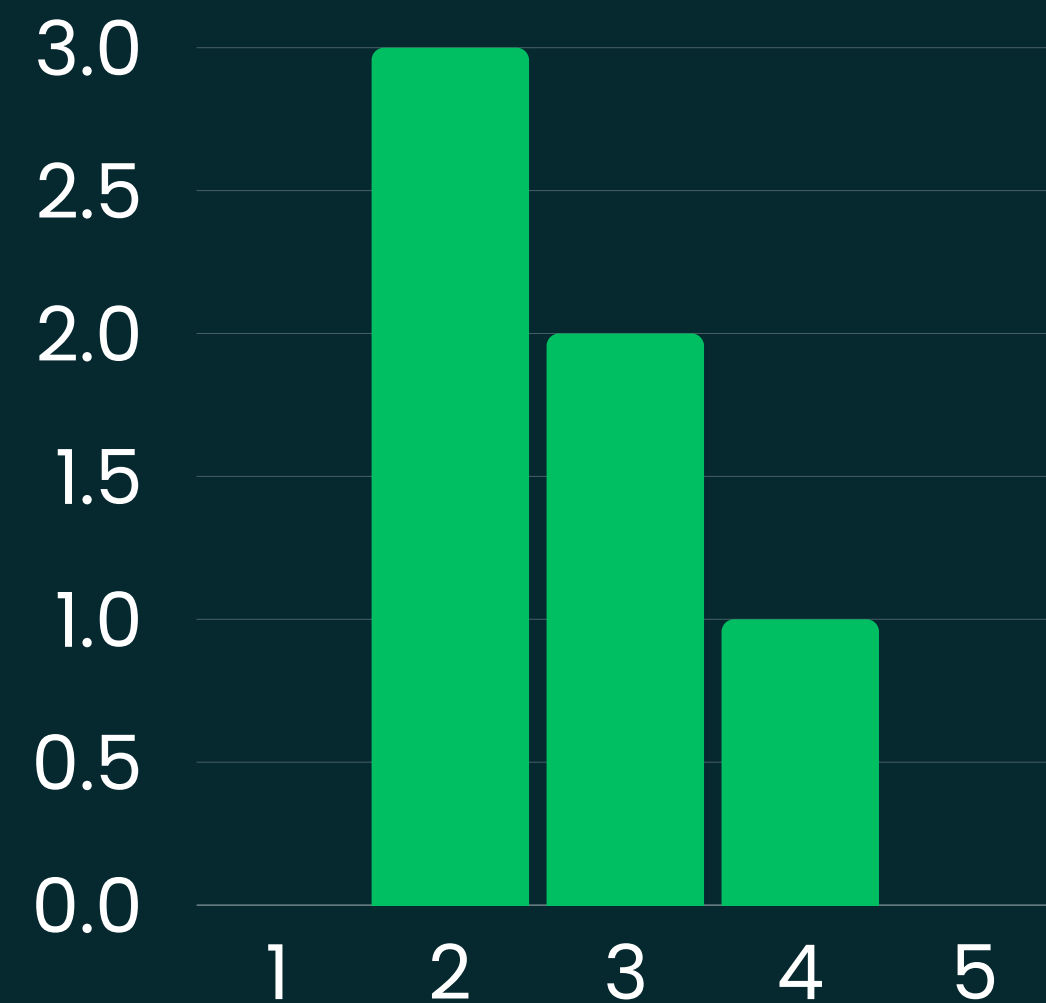
Disconnected  
33.3%



Angry  
33.3%

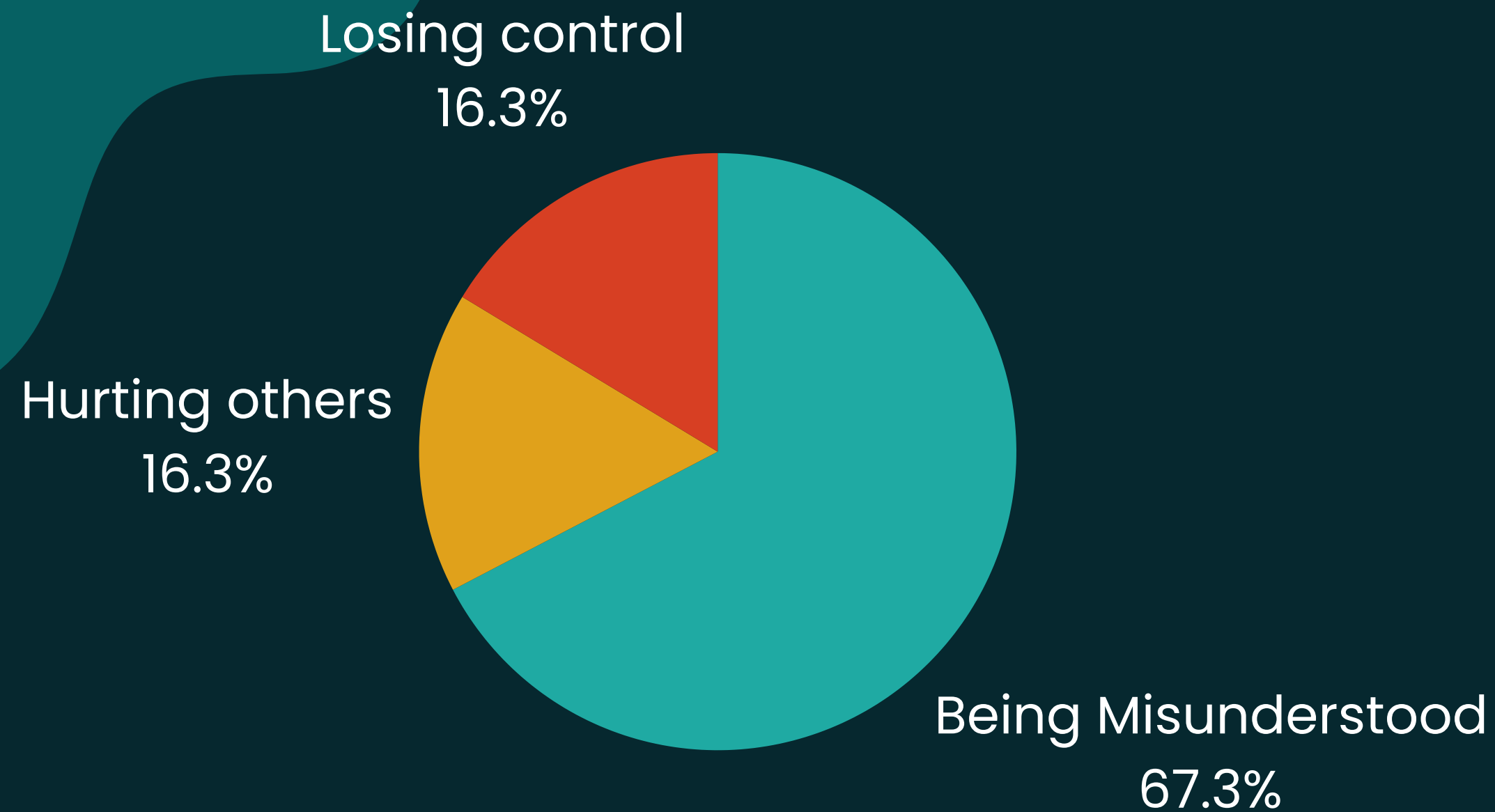
Overwhelmed  
33.3%

How do you feel during  
conflicts



How confident are you in  
resolving conflict peacefully

**What's your biggest fear  
when it comes to conflict?**



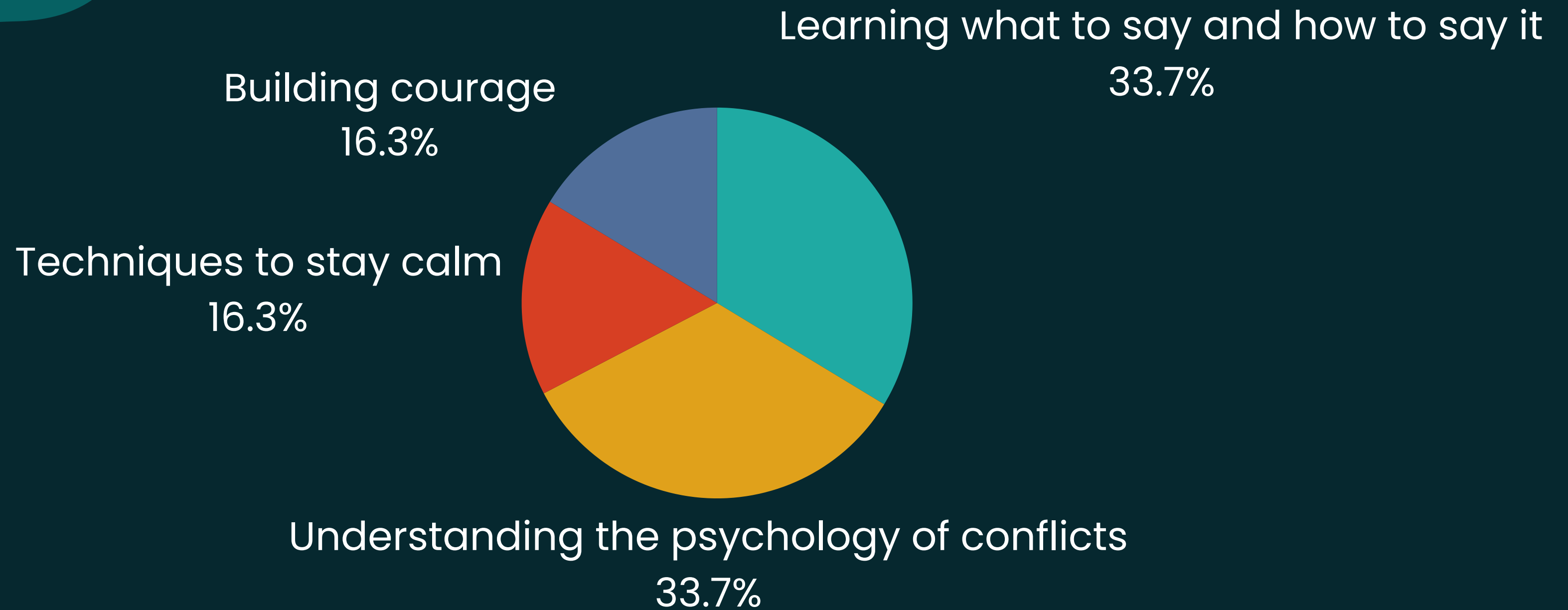
**What do you hope to gain  
from the workshop**

How to handle conflict  
without crying

How to handle disrespect

Not sounding rude

toxic people



**What is most helpful to you right now**

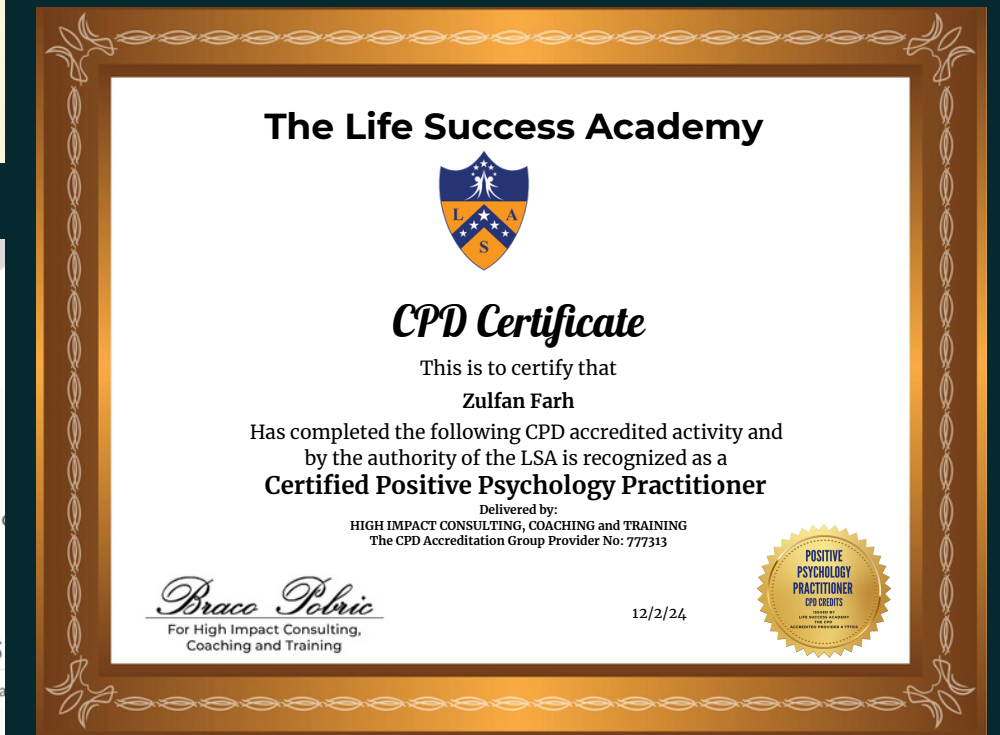
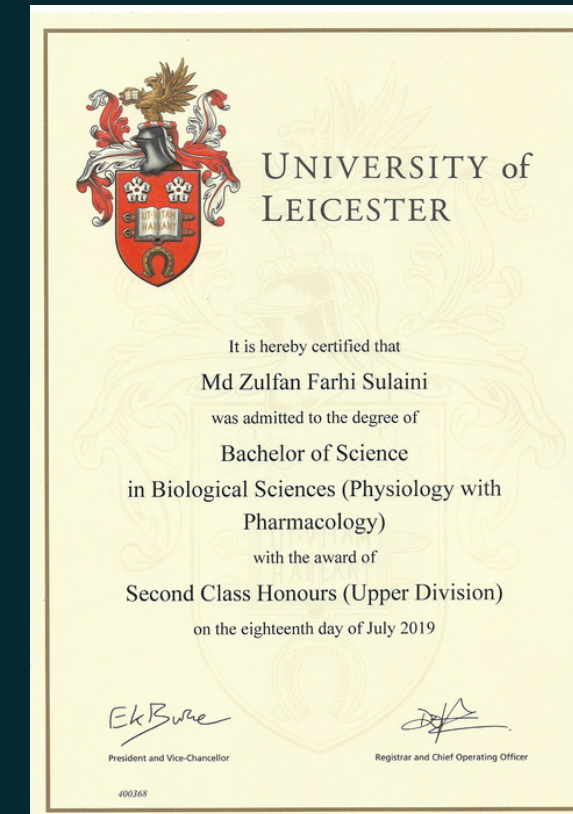
# CERTIFICATION AND BACKGROUND

Graduated from the University of Leicester in Physiology with Pharmacology

- Body Mind Connection
- Psychology and pharmacology
- Research on antidepressants

## Pursued certification in:

- Health & Wellness Coaching Diploma
- Mindfulness Based Stress Reduction Practitioner
- Life Coaching
- Certified Positive Psychology Practitioner



# KINDS OF PEOPLE WE MEET

## Who we work with

- Counsellors & Schools
- Universities
- Corporate and Government Workplaces

## What we wanted to know

- Best practices in the workplace
- Worst practices in the workplace
- Develop frameworks for healthier workplaces



# **SELF COMPASSION PRACTICE**

SECTION 1:

# UNDERSTANDING CONFLICTS

Kelaie

Drama

**CONFLICT**

Toxic

Stress

# What Actually Causes Conflict?



# Myths of Conflict

**Myth #1:**

*“Good teams don’t have  
conflict.”*

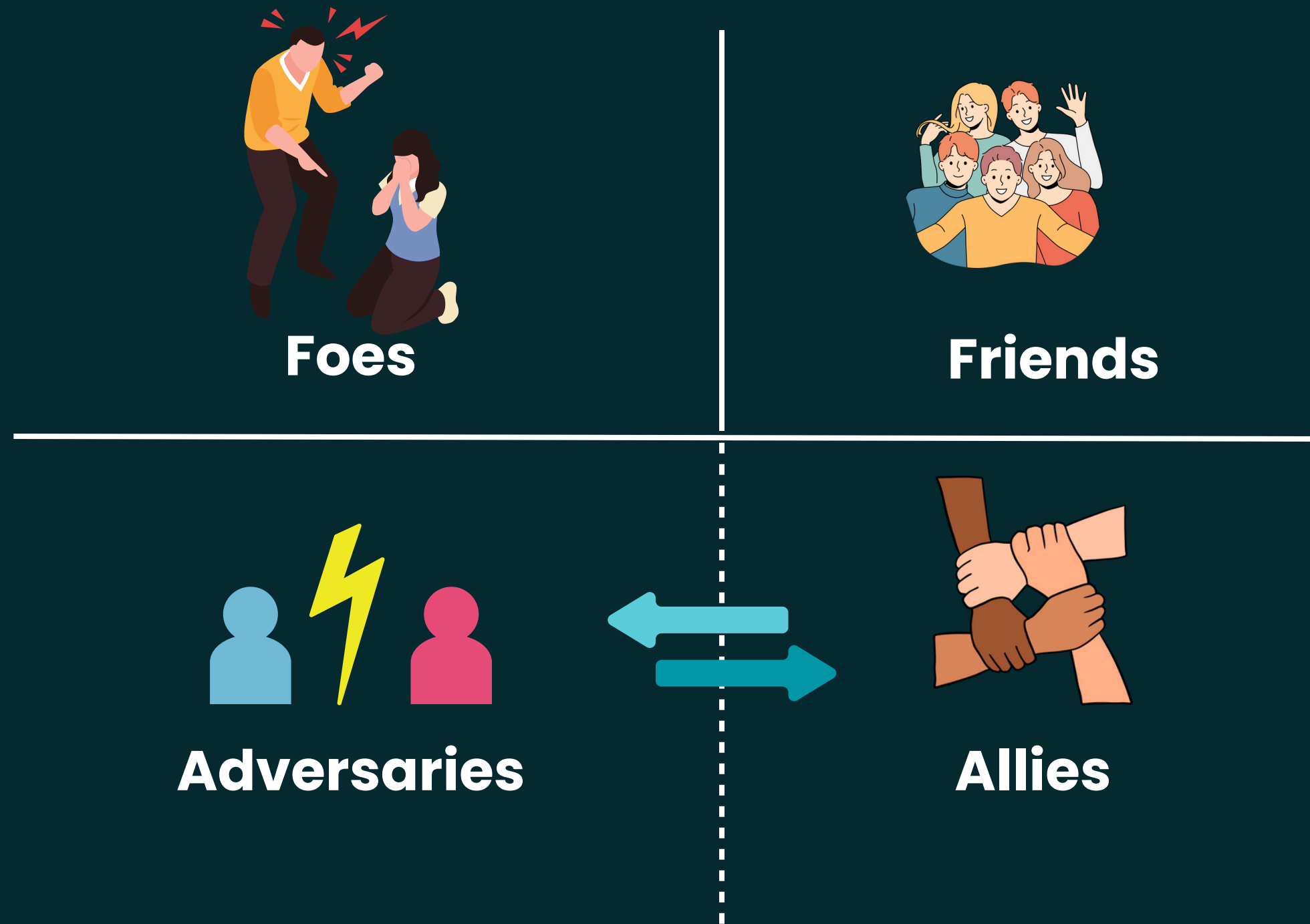
## **Myth #2:**

*“Avoiding conflict keeps the peace.”*

**Myth #3:** *“Conflict is always negative.”*

**Myth #4: “It’s always  
personal.”**

# The categories of people in the office politics



## SECTION 2

# **Conversations Before Conclusions**

# Case Study: Nokia – Silence Before the Fall, Dialogue After Recovery

JANUARY 2014 (REVISED JUNE 2020) CASE HBS CASE COLLECTION

## The Rise and Fall of Nokia

Strategy

### The Strategic Decisions That Caused Nokia's Failure

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- Leaders avoided honest conversations
- Employees were afraid to speak up;
- Top execs made big strategic decisions without input from frontline engineers.

***Result: Nokia lost its edge to Apple and Android and it collapsed soon after.***

# The Comeback

## The Recovery: Conversation as a Catalyst

- Created open feedback forums at every level of company.
- Leadership held “courageous conversation” roundtables to understand real problems.

Result: Though didn't return to phone dominance, it became a global leader in telecom infrastructure



# CASE STUDY A

## Problem:

- Burnout & sick leaves increased amongst staff,
- conflicts between staff and upper management

**What we uncovered:** No feedback systems, superior complex

## Solution:

- Assign wellbeing coordinators,
- create anonymous feedback surveys between upper and lower management



This is why...

# **Conversations Before Conclusions**

SECTION 2:

# **PSYCHOLOGY OF CONFLICTS, SAFETY, AND EGO**

# The Stages of Mis-Communication

1) What is meant

2) What is said



3) What is heard

4) What is understood

# WHAT PEOPLE REALLY NEED IN CONFLICT



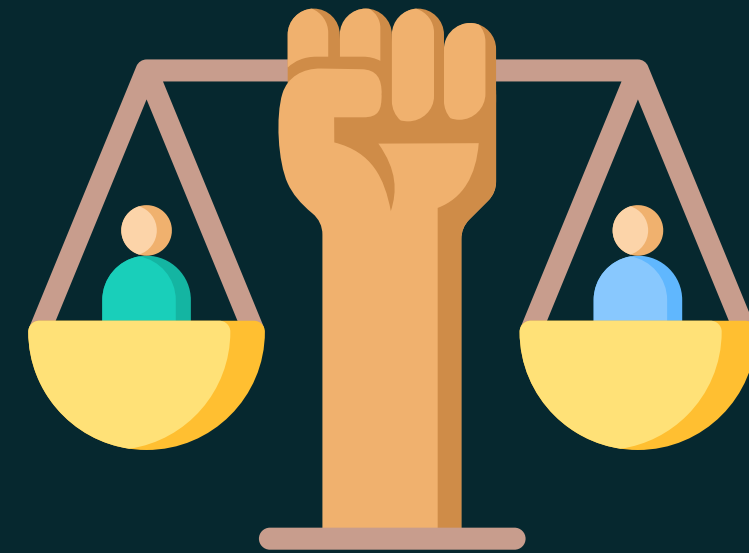
## Autonomy

*let me have a say*



## Belonging

*Let me feel included*



## Dignity

*Let me feel respected*

# EGO TRIGGERS AT WORK



## Control

"I want to be in charge of my work or space."



## Recognition

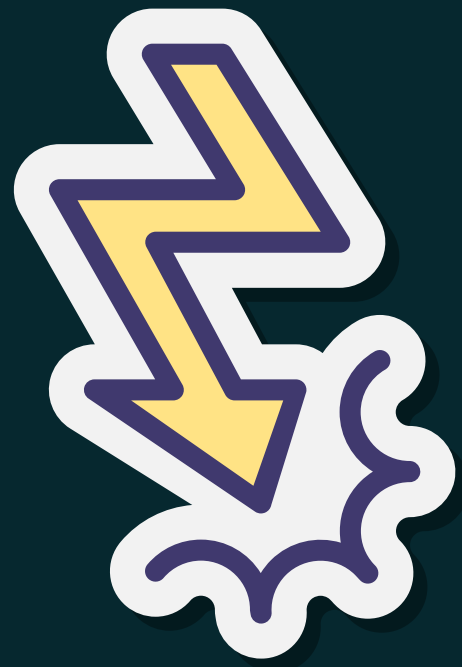
"I want to feel seen for my effort."



## Fairness

"I want to feel treated equally."

# THE NEUROSCIENCE OF REACTIVITY & COMMUNICATION



**Trigger**



**Amygdala Hijack**



**Fight or Flight**

# THE 4 CONFLICT MANAGEMENT STYLES



**Avoiding**



**Accommodating**



**Competing**



**Collaborating**

SECTION 3:

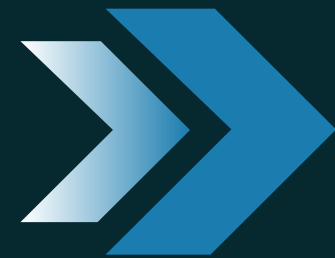
# **C.L.E.A.R. Framework**

# Before you practice C.L.E.A.R.

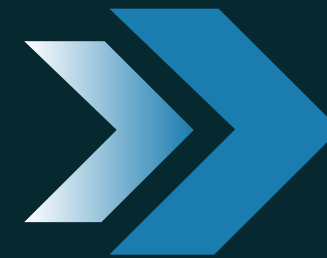


**Litmus Test**

*"If I don't escalate this, will others continue to feel unsafe, unheard, or unsupported?"*



**Cooling Period**

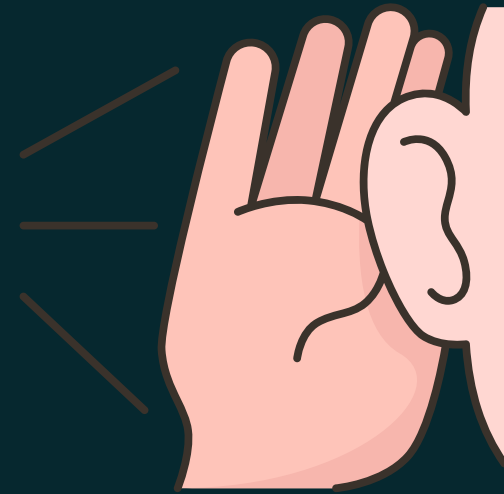


**C.L.E.A.R.  
Protocol**



**C**

Communicate  
needs



**L**

listen  
actively



**E**

Empathise  
& explore  
interest



**A**

Align on  
shared  
goals



**R**

Resolve or  
Revisit

SECTION 4:

# BOUNDARY SETTING TECHNIQUES

*Either a HELL YES, or NO*





# Boundary Setting Technique: When you feel wronged, or disrespected

‘I statements’

*I feel **[emotion]** when **[situation]** because **[reason]**. I would appreciate **[need/request]**.*

**Rule:** you can say “you” only once



## **Boundary Setting Technique:** When the violator is persistent

### **'Broken Record'**

*"I understand [**acknowledge**], and I still need [**state boundary**]."*

*e.g. "I understand you still need it, and i want to work it out but we can't continue this conversation if we're cutting each other off or shouting."*



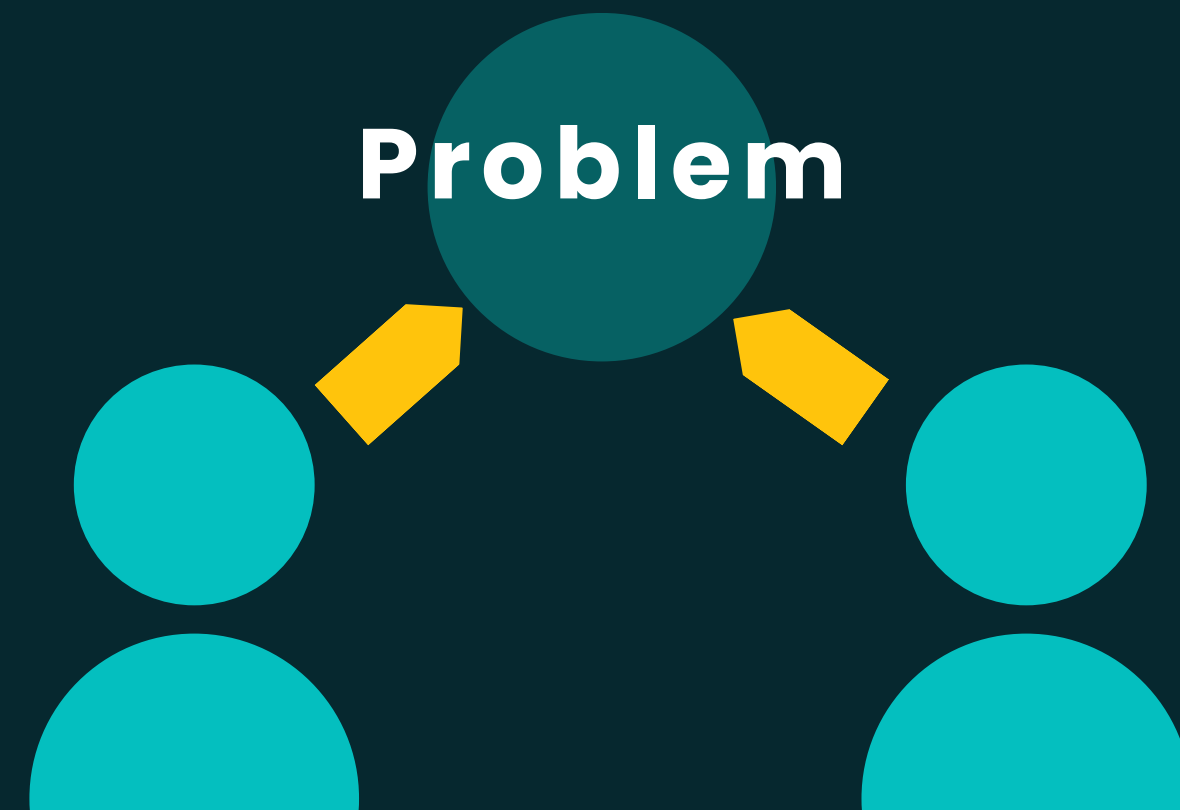
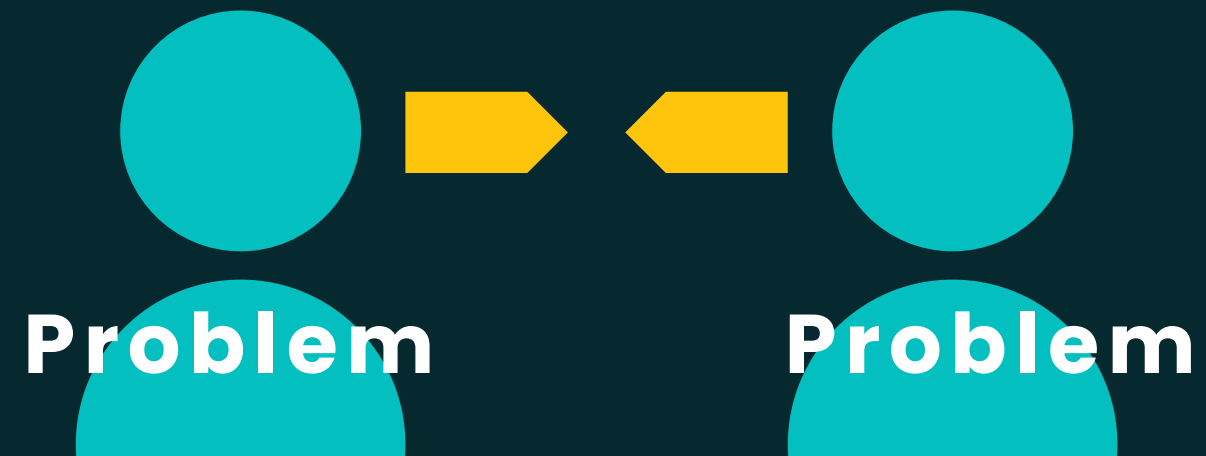
**Boundary Setting Technique:** If the violator is persistent and you can offer a solution

‘The 3-Step Approach’

*State the boundary, explain briefly (if needed), and offer a solution.*

*Example: 1. "I can't work past 6 PM today." 2. "I have a commitment." 3. "I'll tackle this first thing tomorrow."*

# Boundary Setting Technique: Body Language



The most important part



## LUNCH BREAK + TEST RUN

1. CLEAR Framework exercise
2. Boundary setting techniques

SECTION 5:

# IMPLEMENTATION BLUEPRINT

*Creating a ZERO-Conflict System*

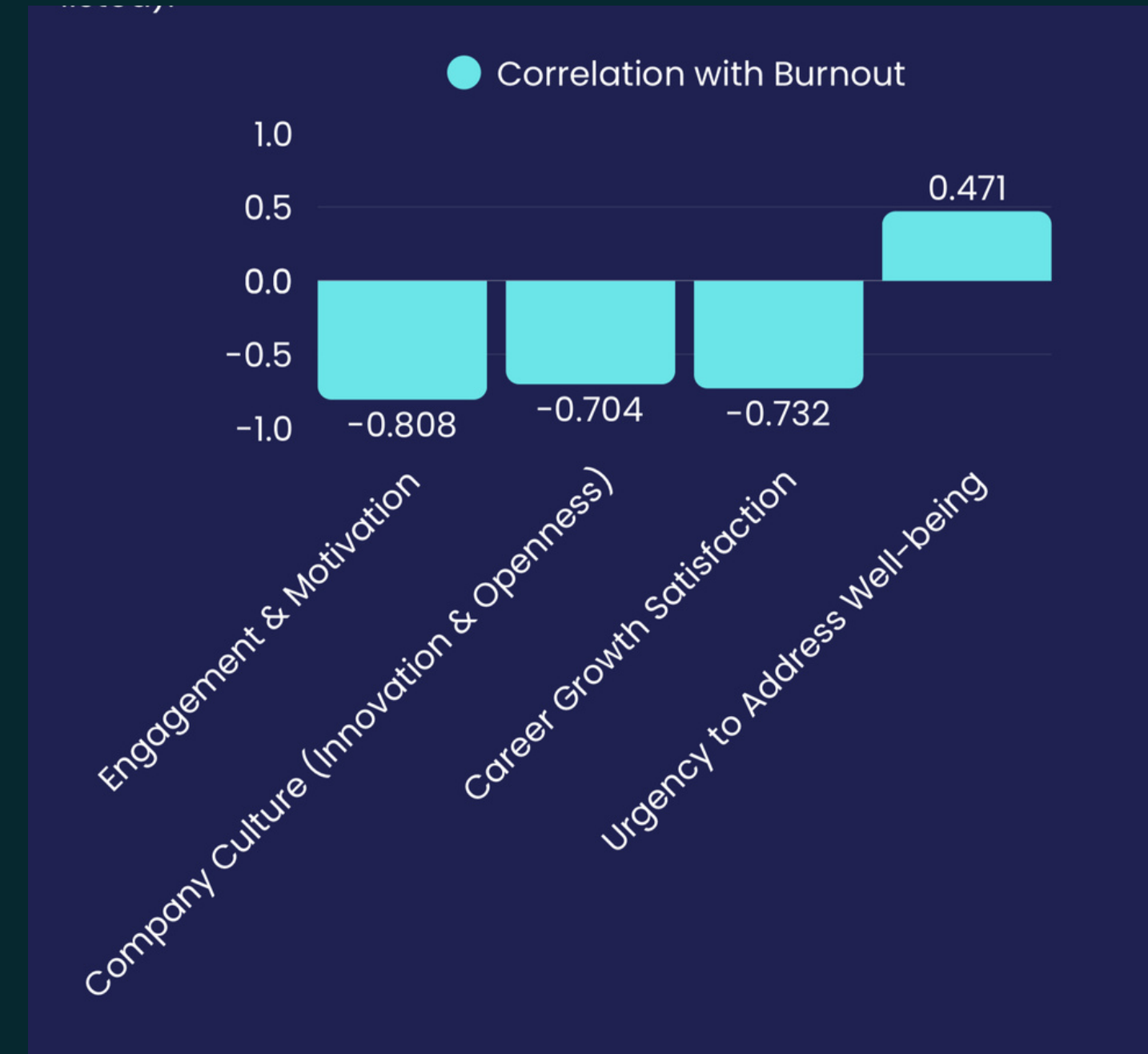
# CASE STUDY B

## Client B: A Telco Company

Based on JIWA Workpulse survey  
burnout levels correlated strongly with:

- ***Work engagement***
- ***Open Culture***
- ***career opportunities***

**fun fact:** Workers had to be reminded to  
take leave



## An Important Question

*“What If The Boss is The **Problem**?”*

**Answer:**

*“If The Boss is The **Problem**, The  
Boss is the **Solution**”*

When dealing with constant harassment,  
bullying, neglect, or harm

**Solution:**

Pre-establishing workplace culture rules  
Confidential Reporting  
Peer Circles

# CASE STUDY C

**New Problem:** leadership incompetency and wellbeing neglect

**Solution:**

- Peer support (*lunch & listen sessions*)
- Confidential feedback report to HR with multi-context evidences
- Boundary setting techniques



# ADDITIONAL RESOURCES

- CLEAR Protocol Implementation Blueprint
- Boundaries Guide
- Techniques for setting boundaries
- Other resources



# COMMITMENT WALL

*What do you want to bring home or to work today?*