

AMPP'd up on Conflict Resolution Summer Camp Con January 2019



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How do you deal with Conflict?



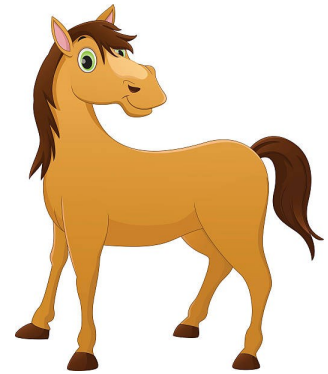
Lion— very proud, works within a group, is King of the jungle. Another metaphor to work with is the “cowardly lion”, those that tuck their tail and run when faced with conflict.



Owl - (problem solver) Known throughout children’s books as the wise old owl... the owl views conflicts as problems to be solved, confronts, seeking solutions that will satisfy both parties



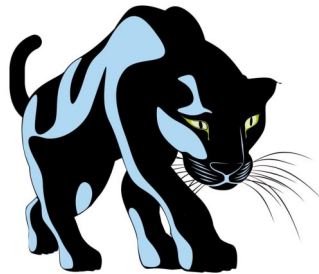
Shark (force) - Forces & tries to make opponents accept him/her



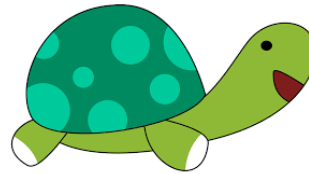
Horse—can be tamed to do whatever their manager wants them to do. Very loyal when treated properly. When faced with conflict it rears back and attempts to protect itself.



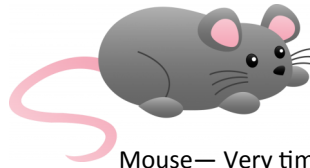
Rabbit—runs & hides from any kind of conflict



Panther— slinks around in the background, stalks his prey and pounces for the



Turtle (withdraw) - Withdraws from the conflict (hides until it is safe to emerge)



Mouse— Very timid, runs from conflict



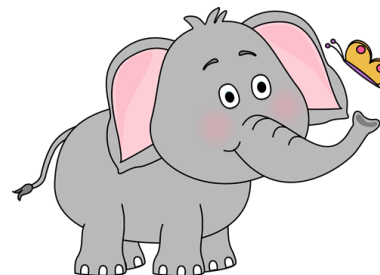
Bear (smooth) - Avoids conflict when possible



Chicken— Everyone has heard the phrase, “You’re just being Chicken!”, referring to someone who is shying away from a situation or opting out because they are scared. Chickens tend to flee from conflict or frighten easily.



Bull— hits the issue head on when provoked . Certain triggers ignite anger.



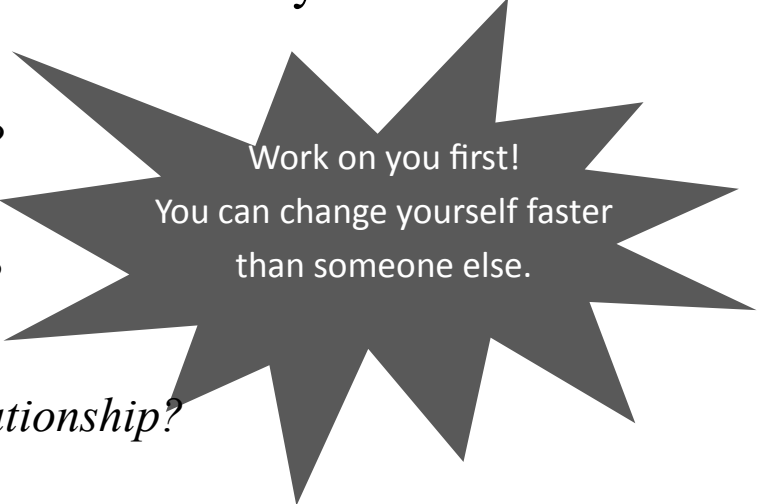
Elephant— the strongest animal on earth, has an amazing memory, yet when faced with small restrictions (a rope around their foot) it paralyzes them from moving forward

Start with Heart


Stay focused on the right motives, no matter what happens.

When things begin to go silent or violent ask yourself:


- *What do I really want for myself?*
- *What do I really want for others?*
- *What do I really want for the relationship?*
- *How would I behave if I really wanted these results?*



Work on you first!
You can change yourself faster
than someone else.



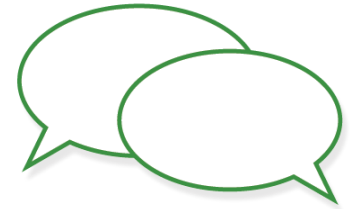
Helps to find your
bearings to guide the
conversation



Don't limit yourself to
"either/or" choices.
Look for "and"

AMPP—Ask, Mirror, Paraphrase and Prime

Ask. Direct and effective, ask the other person what's really going on. To break a downward spiral, invite the other person to talk about what's really going on:



"THE EASIEST AND MOST STRAIGHTFORWARD WAY TO ENCOURAGE OTHERS TO SHARE THEIR PATH TO ACTION IS SIMPLY TO INVITE THEM TO EXPRESS THEMSELVES. FOR EXAMPLE, OFTEN ALL IT TAKES TO BREAK AN IMPASSE IS TO SEEK TO UNDERSTAND OTHER'S VIEWS. WHEN WE SHOW GENUINE INTEREST, PEOPLE FEEL LESS COMPELLED TO USE SILENCE OR VIOLENCE."

Mirror. Reflect back what you see, describe how the other person looks or acts (e.g. you seem upset, you seem angry at me). When another person's tone of voice or gestures are inconsistent with their words

"WHEN WE MIRROR, AS THE NAME SUGGESTS, WE HOLD A MIRROR UP TO THE OTHER PERSON – DESCRIBING HOW THEY LOOK OR ACT. ALTHOUGH WE MAY NOT UNDERSTAND OTHER'S STORIES OR FACTS, WE CAN SEE THEIR ACTIONS AND GET CLUES ABOUT THEIR FEELINGS."



Source: *Crucial Conversation: Tools for Talking When the Stakes are High*, Patterson, Grenny, McMillian, Switzler

Paraphrase. Don't parrot back. Use your own words to check what you've heard. Paraphrase what you've heard using your own words To build additional safety in the conversation

"ASKING AND MIRRORING MAY HELP YOU GET PART OF THE OTHER PERSON'S STORY OUT INTO THE OPEN. WHEN YOU GET A CLUE ABOUT WHY THE PERSON IS FEELING AS HE OR SHE DOES, YOU CAN BUILD ADDITIONAL SAFETY BY PARAPHRASING WHAT YOU'VE HEARD. BE CAREFUL NOT TO SIMPLY PARROT BACK WHAT WAS SAID. INSTEAD, PUT THE MESSAGE IN YOUR OWN WORDS – USUALLY IN AN ABBREVIATED FORM."



Prime. Prime means take your best guess at what the other person might be thinking. consider priming when you think the other person still has something to share and they might do so with a little more effort on your part. Share your best guess for what's going on to encourage the other person to open up.

"THE POWER-LISTENING TERM PRIMING COMES FROM THE EXPRESSION "PRIMING THE PUMP." IF YOU'VE EVER WORKED AN OLD-FASHIONED HAND PUMP, YOU UNDERSTAND THE METAPHOR. WITH A PUMP, YOU OFTEN HAVE TO POUR SOME WATER INTO IT TO GET IT RUNNING. THEN IT WORKS JUST FINE. WHEN IT COMES TO POWER LISTENING, SOMETIMES YOU HAVE TO OFFER YOUR BEST GUESS AT WHAT THE OTHER PERSON IS THINKING OR FEELING. YOU HAVE TO POUR SOME MEANING INTO THE POOL BEFORE THE OTHER PERSON WILL DO THE SAME."



Source: *Crucial Conversation: Tools for Talking When the Stakes are High*, Patterson, Grenny, McMillian, Switzler