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# Workplace Conflict: Maintaining Emotional Control

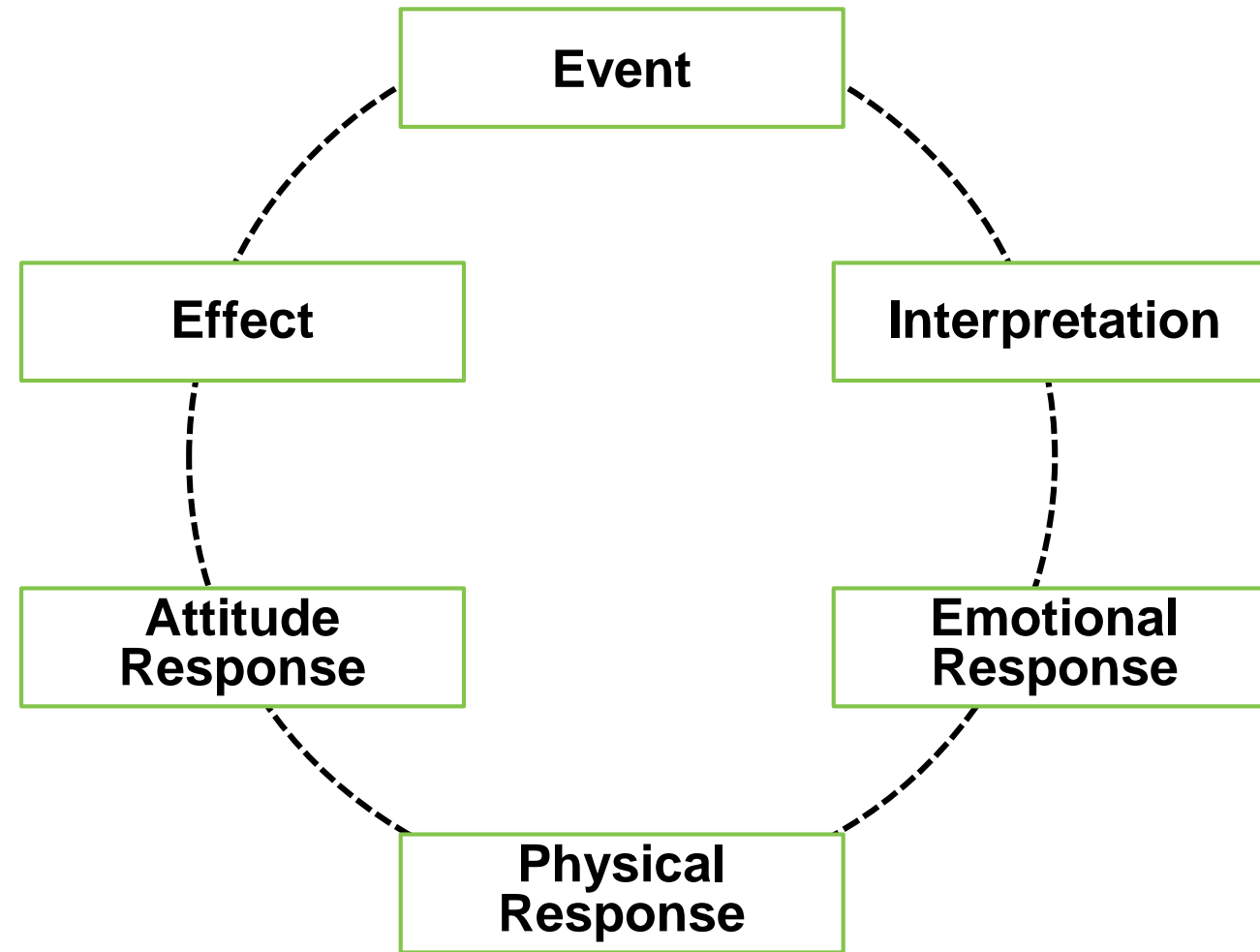
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# Program Objectives

- Identify the steps of the conflict cycle
- Express emotions in a healthy way
- Commit to principles for maintaining emotional control
- Talk through a conflict issue with the other person

# The Conflict Cycle





## The Risk of Anger

- **Damaging trust**
- **Impairing judgment**
- **Diminishing concern for the other parties' preferences**
- **Neglecting of one's own goals**



# Processing Anger

**Anger is often expressed when we don't want to or don't know how to express our true emotions.**

- Hurt
- Frustration
- Humiliation
- Confusion
- Shame
- Worry
- Distrust
- Fear
- Disappointment
- Embarrassment

# Expressions

- Blaming
- Attacking the other person
- Repressing it as long as we can

# Healthy Emotional Expressions

- Name the accurate emotion
- Nonjudgmental
- Express in direct, straightforward manner
- Doesn't blame or attack the other person
- Conveys that others do not cause our feelings







## Principles for Maintaining Emotional Control

- **Name the accurate emotion**
- **Nonjudgmental**
- **Express in direct, straightforward manner**
- **Doesn't blame or attack the other person**
- **Conveys that others do not cause our feelings**



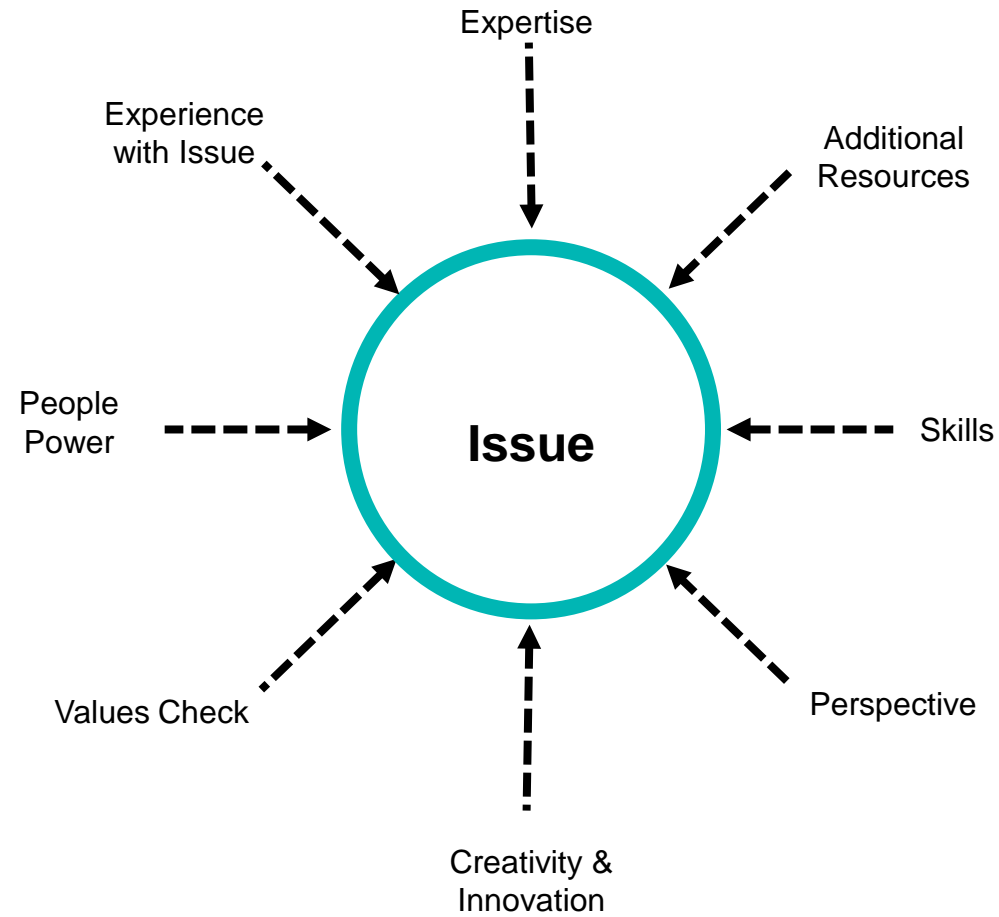
## Talking Through the Issue

- **Stop and cool off.**
- **Talk and listen to each other.**
- **Find out what you both need.**
- **Brainstorm solutions.**
- **Choose the idea you both like best.**
- **Make a plan and go for it!**



# Conflict Dialogue – Talking Through the Issue

# Collaboration Opportunities





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# Conflict: Maintaining Emotional Control

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