"LISTENING: THE MOST VALUABLE SKILL THAT NOBODY TEACHES."

MAY 11, 2016

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STUDENTS FROM THE GRADUATE SCHOOL

PRESENTED BY

unpacking conflict
CAN DO BETTER IF THERE IS A NEXT TIME.

EVALUATION: ON A BLANK PIECE OF PAPER, TELL US WHAT YOU HAVE LEARNED FROM TODAY AND TELL US HOW WE

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LISTENING CONTENT

Please remember that no matter how many times we fall off the horse, we must get up and start again.

MAY 11, 2015
The most important piece about listening is that it welcomes the contributions of others. Welcome to this day. Respond. Listening is a skill that promotes dialogue and welcomes others into the conversation. For us, listen carefully to what is being shared and hopefully you will listen to understand rather than listen to criticize. This is a skill that nobody teaches. It is a valuable skill that is inevitable and does not care what you think of its existence. And the second reason that listening is a gift is because without it, the world would be dull and boring. We are going to ask you to appreciate the invitation to share our project with you. And we invite you to be present and be aware of how difficult it can be to stand up in front of people and speak. Our primary theme today will be on the "gift of both conflict and listening." Two of the many reasons that conflict is a gift is because it mindenshow difficult it can be to stand up in front of people and speak. Our primary theme today will be on the "gift of both conflict and listening." Two of the many reasons that conflict is a gift is because it

We appreciate the invitation to share our project with you and we invite you to be present and

Greetings to all of you from Aaron, Aziz and Harrison.

May 11th, 2015
<table>
<thead>
<tr>
<th>Anger</th>
<th>Drama</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coexists with feelings of others</td>
<td>Obstructs other's feelings</td>
</tr>
<tr>
<td>Expresses true feelings</td>
<td>Represses the true feeling</td>
</tr>
<tr>
<td>Stays within safe limits</td>
<td>Control, derisive, punitive</td>
</tr>
<tr>
<td>Is non-violent, always in control and</td>
<td>Is violent, aggressive, out of control</td>
</tr>
<tr>
<td>or not</td>
<td></td>
</tr>
<tr>
<td>Asks for change but allows the other to own feelings</td>
<td>Demands that the other change</td>
</tr>
<tr>
<td>Takes responsibility for their own feelings</td>
<td></td>
</tr>
<tr>
<td>Acknowledged and these are</td>
<td></td>
</tr>
<tr>
<td>Contained and sadness/regret</td>
<td></td>
</tr>
<tr>
<td>Is meant to communicate with the other</td>
<td></td>
</tr>
<tr>
<td>Listener</td>
<td></td>
</tr>
<tr>
<td>Informs and creates attention in the one listening</td>
<td></td>
</tr>
<tr>
<td>Attempts to silence the other</td>
<td></td>
</tr>
<tr>
<td>Is meant to silence the other</td>
<td></td>
</tr>
<tr>
<td>Masks the dashed expectation or tear of not being in control with false sense of control</td>
<td></td>
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</tbody>
</table>
Interpretation.

For your own feelings, other people can trigger us but we are responsible for our actions.

Case studies in A triggers B and B triggers C. This explains why it is so important to be responsible.


C-Consquence occurs: The feeling is based on the belief that was triggered by the action. A-action occurs (open to my interpretation). B-My belief interprets the action in a specific way.

Anger, like all feelings, is not caused by an event but by our belief or interpretation of an event.

ANGER AND BELIEF

on personal interpretation.

but aware that feeling is based

Displeased by what happened

Long held resentment

distance or allows it without

to reflection that bridges the

anger is an immediate response

TRUE ANGER

Drama

To the experience of reaction, notice the difference in reactions:

An example of applying the distinction between true anger and drama:
Conflict requires certain level of performance. Optimal organizational performance is the removal of conflict.

1. Conflict is inevitable.
2. Conflict is caused by management trouble makers.
3. Conflict disrupts organizations and prevents optimal performance.
4. The task of management is to eliminate conflict.
5. Optimal organizational performance is the removal of conflict.

Conflict contributes and detracts from performance. Conflicts arise from many causes, including unavoidable differences in organizational structures, values, goals, perceptions, and non-avoidable differences in organizational structures.

CURRENT VIEW

OLD SCHOOL VIEWS

VIEWS ON CONFLICT
TYPES OF CONFLICT

FUNCTIONAL - FUNCTIONAL CONFLICTS SUPPORT THE GOALS OF THE GROUP AND IMPROVES ITS PERFORMANCE

DYSFUNCTIONAL - DYSFUNCTIONAL CONFLICTS HINDER GROUP PERFORMANCE

FUNCTIONAL CONFLICTS CAN BE DIFFERENTIATED FROM DYSFUNCTIONAL CONFLICTS ON THE BASIS OF THE FOLLOWING THREE ATTRIBUTES:

1. TASK CONFLICT: RELATED TO CONTENT AND GOALS OF THE WORK

2. RELATIONSHIP CONFLICT: FOCUSES ON INTERPERSONAL RELATIONSHIPS

3. PROCESS CONFLICT: PROCESS CONFLICT RELATES TO HOW THE WORK GETS DONE

( Functional & Dysfunctional Aspects of Conflict, Edu. Research Assoc, Vol B, Issue 1, 2013, ISSN 2094-5337)
DEALING WITH ANGER REQUIRES ABILITY TO DISTINGUISH BETWEEN ANGER AND CONFLICT

UNEXPRESSED ANGER BECOMES DRAMA THAT PUNISHES OTHERS DURING EXPRESSION ACTIVELY WHEN WE SHOW IT DIRECTLY NATURAL HUMAN FEELING THAT EVERYONE EXPERIENCES THAT REQUIRES DEFINING TRUTH ANGER WAY IT IS THE NEED FOR DRAMA THAT MASKS TRUE FEELINGS AS A WAY TO GET ONE'S OWN MASKS ANGER NOT ALWAYS SECONDARY FEELING, IT CO-EXISTS WITH OTHER FEELINGS, NEVER WHEN ANGER DIFFERENTIATES FROM DRAMA, CONFLICTS CAN BE PREVENTED DISCUSSIONS ABOUT CONFLICT MOST OFTEN INVOLVES EMOTIONS SUCH AS ANGER DRAMA

DEFINING AND IDENTIFYING CONFLICT: TRUE ANGER AND
which increases the dysfunction.

- Organizations that are dysfunctional tend to produce lower, unacceptable levels of performance.

- Organizations that are functional tend to produce high levels of performance.

- There is a direct correlation between organizational performance and levels of conflict.

ORGANIZATIONAL WEAKENING

- Challenge
- Identification of weakness
- Avoidance of tension
- Group cohesion
- Creativity and innovation
- Stimulant for change

FUNCTIONAL ASPECTS

- Dysfunctional aspects of conflict
- Functional and dysfunctional aspects of conflict

FUNCTIONAL ASPECTS
ABOVE ALL ELSE, LEARN TO LISTEN AND LISTEN TO LEARN

- Take responsibility for your own feelings, suspend desire to assign blame
- Make requests rather than demands to be heard
- Listen to what is being said, resist temptation to defend your position, resist your own anger

GROUND IS ESSENTIAL TO BE SAFE AND STAY PRESENT WHEN TENSION IS HIGH AND THE NEED TO FIND COMMON GROUND IS ESSENTIAL TO BE SAFE AND STAY PRESENT WHEN TENSION IS HIGH AND THE NEED TO FIND COMMON GROUND IS ESSENTIAL TO BE SAFE AND STAY PRESENT WHEN TENSION IS HIGH AND THE NEED TO FIND COMMON

LIMITATIONS OF WORDS
- Utilize the phrase, "I understand" whenever possible, this supports your need
- When highly emotional, always speak to the individual in person or on the phone, using text messages and emails leaves you vulnerable to the behavior of others

BY LEARNING TO LISTEN, WE THEN LEARN TO BE INFORMED RATHER THAN EFFECTED BY TO BE MINDFUL OF WHAT THE REAL PROBLEM IS

TO MOST OF US, REAL TO OUR PERCEPTION OF WHAT HAPPENS IN ANY SITUATION RATHER THAN THE SITUATION ITSELF BECAUSE OUR BUTTONS HAVE BEEN PUSHED, PAUSE, LEARN

TOOLS FOR MANAGING CONFLICT