
Women's Mentoring Network, Inc

"Mentoring Changes lives"



Conflict resolution & conflict building

- Crucial skills for fostering effective communication and promoting a positive work environment
- Let's explore how mastering these abilities can lead to both personal and professional growth.



Session Objectives

Understand conflict

Recognize different conflict types and dynamics



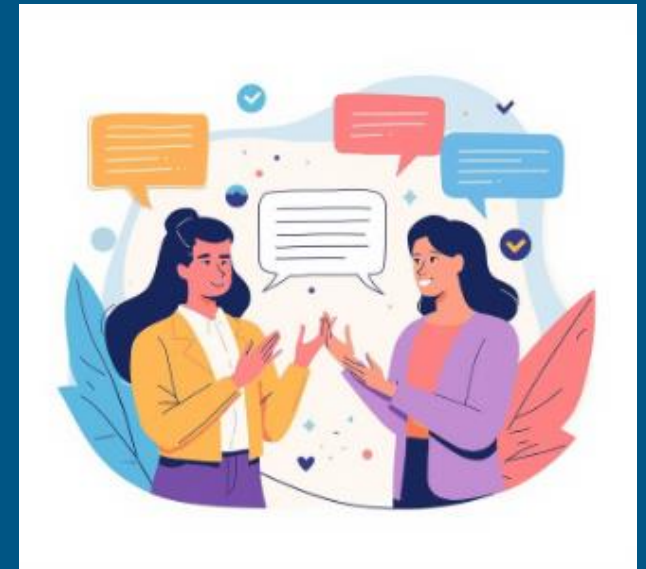
Build Confidence

Develop skills to enhance personal self-assurance



Enhance Communication

Foster effective communication for better interactions



Part 1: Conflict Resolution



What is conflict

“Understanding the nature and implications of conflict in communication

Conflict is a natural and inevitable part of human interaction. It arises when individuals or groups have differing needs, goals, or values.

Recognizing the underlying factors of conflict is essential for effective resolution and fosters better communication skills that can lead to personal and professional growth.



Identifying the real issues



Surface Issues VS Root Issues

Ask yourself:

- What Am I really upset about?
- What need isn't being met ?
- Is this about respect, clarity, fairness, or control?



Introsepction and ownership?



Before responding:

- • What role did I play?
- • Did I communicate clearly?
- • Am I reacting or responding?
- Ownership builds credibility.

When to Handle It Yourself

Assess

Evaluate the situation carefully before acting



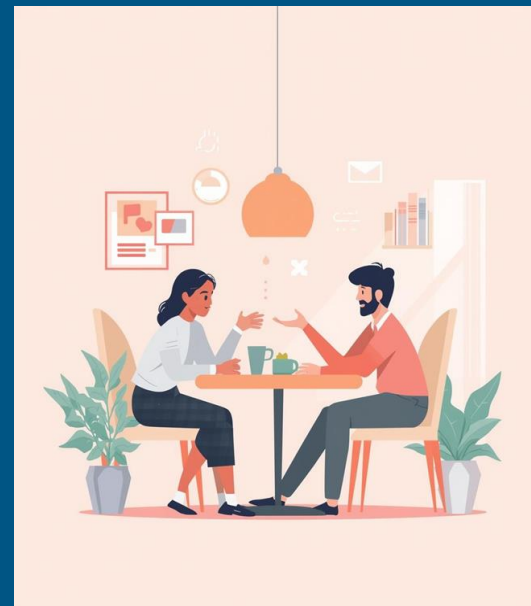
Prepare

Gather necessary information for your approach



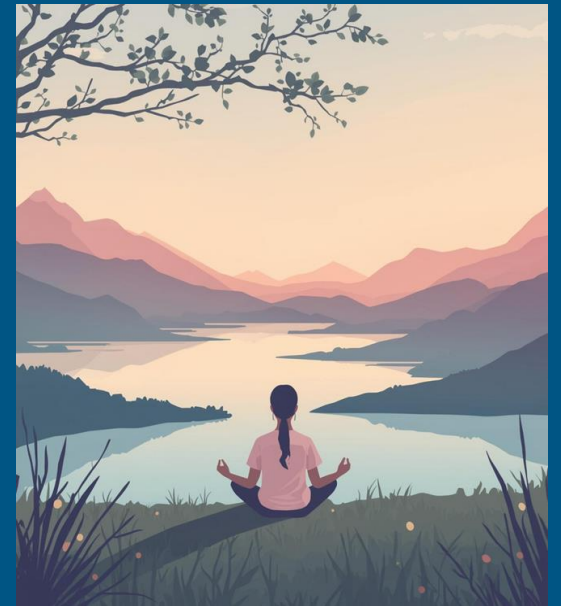
Engage

Communicate clearly while addressing conflicts



Reflect

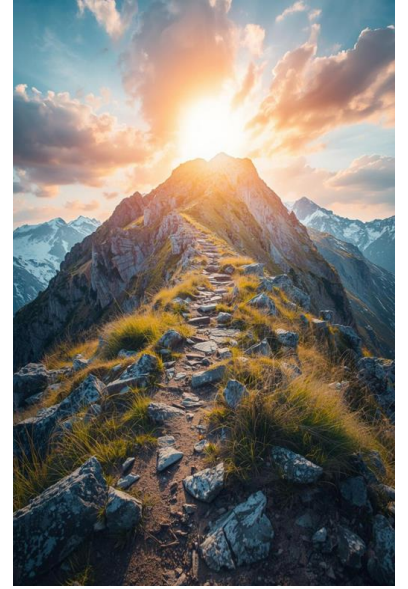
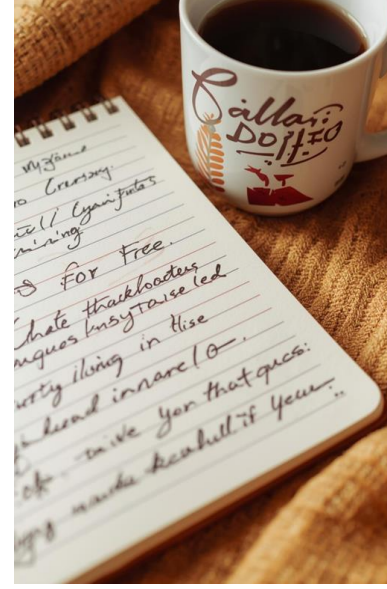
Think about personal feelings and perspectives



When to seek help



-
- · Repeated or ongoing patterns
 - · Escalation or hostility
 - · Power imbalance
 - · Policy or ethical concerns
 - · If feelings are significantly affected



Listen Actively

Understand others before responding thoughtfully.

Stay Calm

Maintain composure for effective dialogue.

Be Open-Minded

Embrace different perspectives and solutions

Take

Own your role in the conflict resolution.

Focus on Solutions

Prioritize outcomes over problems discussed.

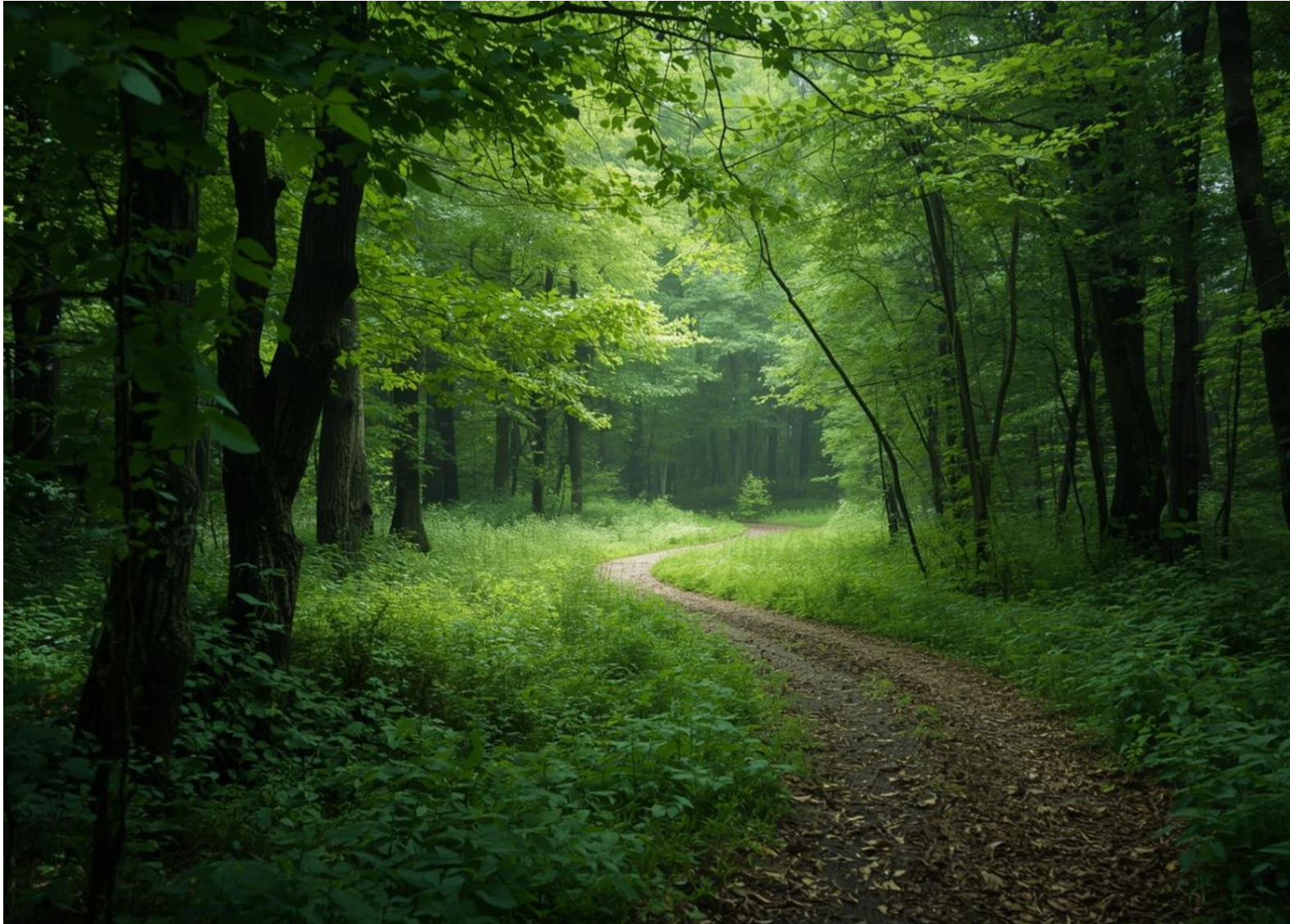
Steps to Productive Conflict Resolution

Agree to disagree

Respectful Dialogue

- Not all conflicts require agreement
- Respect is more important than winning
- Maintain professionalism





Moving on after conflict

Closure

- Don't replay it
- Don't recruit others
- Follow through
- Rebuild trust through action

Part 2: Confidence Building



Confidence building

The Confidence Formula

Confidence = Preparation + Practice + Perspective

- Not arrogance
- Not having all the answers
- Belief in your value



Organize your thoughts

Ask:

1. What's my main point?
2. Why does it matter?
3. What outcome do I want?

Use: Situation → Impact → Recommendation

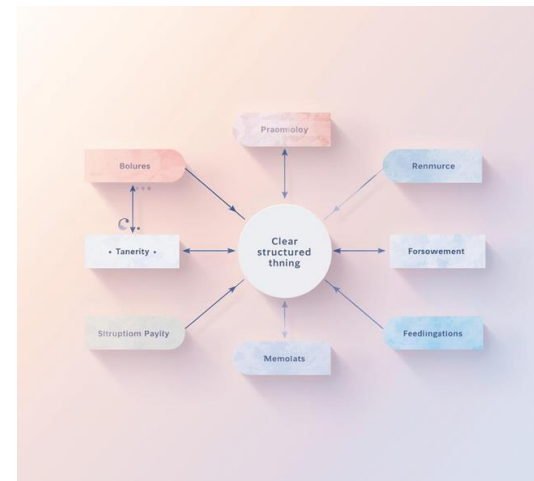
Clarity

Clear ideas enhance effective communication.



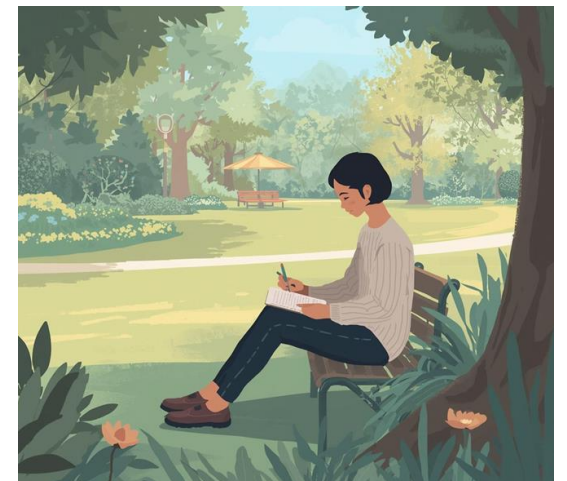
Structure

Structured thoughts improve decision-making processes.



Reflection

Reflecting helps refine and prioritize ideas.



Presenting your opinions

Strength

Use **confident** language to express views clearly.



Clarity

Be **direct** and concise in your statements.

Strategies for Practicing confidence

Preparation

Practice and plan before important interactions



Visualization

Envision success to boost your confidence



Positive Self-Talk

Use affirmations to encourage yourself daily



Seeking Feedback

Ask others for constructive insights on performance



Asking for feedback

Constructive Insights

Encourages growth through honest evaluations.

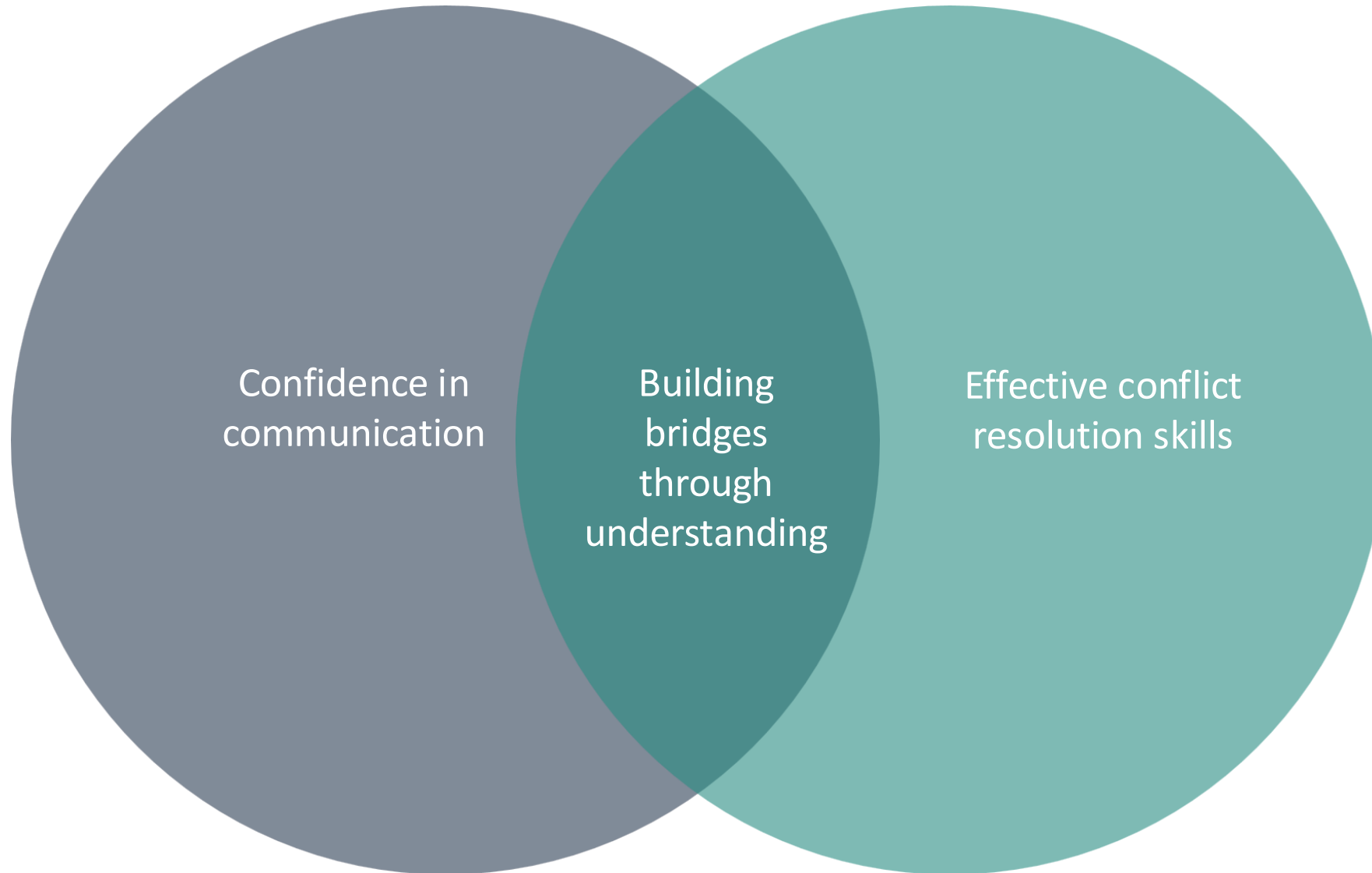


Key Questions

Guides conversations toward meaningful insights.

The Connection

Understanding how confidence and conflict resolution work together



Key takeaways

Conflict Resolution

Understanding and applying effective conflict resolution strategies can transform communication, leading to better relationships and a more productive work environment.

Confidence Building

Building confidence through preparation and practice empowers individuals to express opinions clearly and engage more effectively in professional settings



Reflection & Action

Reflective Questions

- What conversation have you avoided?
- What is your primary goal?
- How will you build confidence?
- Which skills need practice?

Next Steps

- Set your weekly goals
- Identify support resources
- Schedule practice sessions
- Seek feedback regularly