



JEFF HAVENS

CONFLICT

RESOLUTION VIDEO SERIES

PARTICIPANT WORKBOOK

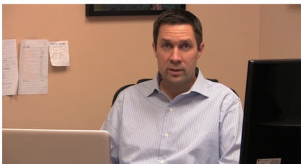


TABLE OF CONTENTS

INTRODUCTION	4
--------------------	---

PART 1: EXPRESSING YOUR IDEAS AND CONCERNS AND FEELINGS AND STUFF

EPISODE 1: The Loudest Person Wins!	10
EPISODE 2: Here's a Few Things You Probably Shouldn't Say (or Do)!	18
EPISODE 3: The Power of an Angry Silence	24
EPISODE 4: The Closer You Get, The Less People Like You!	32
EPISODE 5: There's No Such Thing as Personal Space!	32

PART 2: RESPONDING TO OTHER PEOPLE'S IDEAS AND CONCERNS AND FEELINGS AND STUFF

EPISODE 6: How Not to Deal With Other People's Problems	40
EPISODE 7: What Did You Say?	40
EPISODE 8: Don't Try to Understand People	48
EPISODE 9: You Are Never Wrong	48
EPISODE 10: Conflict Resolution – Three Scenarios, One Right Answer	56

CONCLUSION	64
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INTRODUCTION

Welcome, and congratulations on wanting to improve your skills at conflict resolution. As I'm sure you know, conflicts are endemic in our lives. An inattentive driver refuses to let you merge when you need to – conflict. Your spouse is insistent on picking an ugly couch for your newly re-designed living room – conflict. Slow people write checks at the grocery store like we're all still living in 1974 – conflict. Anywhere and everywhere you go, conflicts abound.

You're participating in this training because other people have the annoying habit of not always agreeing with every single thing you've ever thought. I know the world would be a much better place if everyone just did things my way, and I'm sure you

think the same (and if you don't you're wrong). But alas, different people have different ideas about how to do things.

Now if this were the Middle Ages then you could probably just accuse everyone else of witchcraft and get them locked up, but that argument isn't working as well today as it used to. So you're unfortunately going to have to talk to all these people. And since you do, we figured you may as well enjoy the process. Which is why we put this training together.

This training series consists of 7 sections comprised of 10 hilarious videos and is designed to improve your conflict resolution skills in two main areas:

- **How to express yourself so that other people will actually listen to your concerns and maybe even give you what you need**
- **How to respond to other people's concerns in ways that will lead to a happy resolution for everyone instead of ending up in a massive brawl**

The videos are awesome and may occasionally make you laugh so loud you embarrass yourself. You might even snort a little. This workbook includes a summary of each video, along with space for you to take notes and questions designed to get you thinking about how to approach conflicts in an intelligent and ultimately successful way.

Bottom line – we’ve tried to make this as fun as possible because we think that learning doesn’t have to be boring. If this does end up boring you, then there’s really only two things to say. First, we’re sorry. And second – and more importantly – it’s probably your fault.

So what are you waiting for? Turn the page and start having fun already!

JEFF HAVENS

SPEAKER & TRAINER

"Undefeated at Arguments"





PART ONE



EXPRESSING YOUR IDEAS AND CONCERNS AND FEELINGS AND STUFF

EPISODE 1

THE LOUDEST PERSON WINS!

I'm curious – did you really think there were spiders on me, or did I look like I was maybe having some kind of weird reaction to a new medication? I'm afraid you're going to go with the second option, which is why I'm not too disappointed that I'm not there to hear you make fun of me.

Anyway, if you have a tendency to raise your voice when you get into a disagreement with somebody, then you're like pretty much everyone else; getting loud is a very natural reaction. (We even do it via text now, so that we can still YELL AT PEOPLE WHEN THEY WON'T PICK UP THEIR STUPID PHONE SO THAT WE CAN SHOUT AT THEM DIRECTLY!!!!!!) But yelling, shouting, or otherwise raising your voice during a conflict is one of the quickest ways to ensure that the people you're talking to stop listening to whatever you're trying to say. Just like we have a natural tendency to raise our voices when we're frustrated, we also have a natural tendency to get defensive and combative when we feel like we're under attack.

If something is bothering you, the only way you'll be able to resolve the issue is to get everyone else to understand what's bothering you and why. And the best way to do that is to approach the subject in as calm, measured, and collected a way as you can.

Or you can yell and scream and maybe throw things at people. But don't be surprised if that doesn't work too well. Because personally I can't remember the last time I said, "Gosh, I didn't agree with you at first, but now that you're shouting at me I totally want to do everything you're asking for!"



CLASSROOM DISCUSSION NOTES



SELF-REFLECTION QUESTIONS

Are you going to approach your next conflict in a reasonable fashion, or are you going to **SAY EVERYTHING IN GIANT ANGRY CAPITAL LETTERS????** Let's find out!

1. When was the last time someone shouted at you and you said, "Absolutely! I shall now do everything you say!"
 - a) All the time. I'm hard of hearing, so I really appreciate when people scream at me.
 - b) Too many times to count. People shout at sporting events when their team is winning, so I simply assume that anyone who's shouting at me is just really happy to see me.
 - c) Anything other than a or b

2. Think back to the last time you got into an argument with someone where one or both of you started shouting. How was that conflict ultimately resolved? Can you think of a scenario in which it could have been resolved more quickly or easily? (I'll accept any answer other than "Well if they had just agreed with everything I said then we wouldn't have needed to have the stupid conversation in the first place.")

3. What strategies have you found to be successful in the past whenever you've needed to calm down or force yourself to lower your voice?

4. What strategies might be successful at the very beginning of a potentially difficult conversation with someone to increase the likelihood that the conversation remains calm and civil?

5. Think of someone you know who seems to get into remarkably few conflicts with others. What are some of the things that person does that you might want to emulate?

EPISODE 2

HERE'S A FEW THINGS YOU PROBABLY SHOULDN'T SAY (OR DO)!

Well I think this one's obvious. I still think it's amazing how easily a single sentence can completely change the tone of an entire conversation. If you don't believe me, go up to your husband or wife or boyfriend or girlfriend or best friend and say, "We need to talk..." That'll get their attention right away. Because everyone knows that "We need to talk..." is never followed up with something fun and awesome.

We've all said things in the heat of the moment that we know we shouldn't have, and the best approach would be to never say anything like this. But that's just not going to happen, because all of us occasionally let our emotions get the better of us. What's important is being aware enough to apologize when we realize that we've said something that crosses the line, then rephrasing the issue in better terms. The difference between "I'm not sure I fully agree with you" and "You're an idiot" is just a few words, but those words have a lot of power. Remember that, or else your conflicts are likely to be longer and more frustrating than they have to be.



CLASSROOM DISCUSSION NOTES



SELF-REFLECTION QUESTIONS

Do you think calling someone a dummyhead is a good conflict resolution strategy? I hope not. So answer these questions, because they'll help you. Trust me on this. If you don't agree with me, then you're probably a dummyhead. (See what I did there? Writing this stuff is so much fun!)

- 1. What is your least favorite phrase or sentence to hear in an argument? Why does it bother you so much? (Mine is, "I'm not mad. I'm just disappointed." I would so much rather you just be mad at me!)**

2. Write down three better alternative sentences or actions to use during a conflict than the stupid, unhelpful crap you saw in the video.

3. Something many of us do in conflicts is to use 'always' and 'never' in exaggerated terms – for example, "You never listen to me!" or "I always have to clean up your messes." To the best of your knowledge, how often is something you say always true?

a) Always. Duh.

b) Sometimes, maybe even often, but not enough that I should be saying 'always' all the time.

c) Never, for I have never had a good idea. What's wrong with me?

4. How might you try to defuse the situation if someone were to ever use the sentences in this video on you during an argument?