Can We Talk?
Conflict Resolution in the ECE Workplace

Sources of Conflict

Communication Breakdowns

Differences in Values or Beliefs

Competition for Resources

Unclear Roles or Expectations

Personality Clashes

Negotiating Styles

Avoiding

Accommodating

Competing

Compromising

Collaborating

Reflection

Which of these styles do you find yourself using most often?

How has this style affected your relationships?

Is there a style you would like to use more?

Types of Conflict

Intrapersonal

Interpersonal

Intragroup

Intergroup

Techniques for Positive Communication

Speaker

Listener

The X,Y,Z formula—feelings, specific behavior, impact

I feel **X,** when **Y**, because **Z.**

Body Language and Non verbal Communication

Eye contact

Posture

Facial Expressions

Tone of Voice

Personal Space

Cultural Considerations

Be observant and curious

Ask when unsure

Model flexibility

Acknowledge differences openly

When conflict arises:

Identify the source and type of conflict.

Choose the best negotiating style for the situation.

Communicate positively and listen actively

Pay attention to body language — both yours and theirs.

Reflection

Think about a recent conflict you've experienced — maybe at work or home.

What style did you use?

What might you try differently?

The goal isn't to avoid conflict - it's to handle it with respect, understanding, and care.

Key Takeaways and AHA moments