



## Objectives

At the end of the session, you will be able to....

- ★ Identify and use techniques to overcome communication barriers
- ★ Prepare and structure effectively in order to communicate difficult messages and manage challenging conversations
- ★ Define and describe how to identify conflict
- ★ Explain positions and interests and why conflict is so hard to resolve
- ★ Identify the stages of and use the five methods of dealing with conflict
- ★ Facilitate effective communication in difficult circumstances

# Conversation – Social Care Context?



‘an oral exchange of sentiments, observations, opinions or ideas’

‘communication is more than a simple exchange of information’

# What People Want

**1** | They want to talk about their fears

**3** | They want a role in deciding the outcome

**5** | They want a good reason for any decided outcome



They want you to acknowledge that their concerns are valid **2**

They want to hold on to the familiar, what they know, like and/or want **4**

# Planning & Prep – Results

Language	Objectives	Information	Resources	Location
Age	Gender	Previous Contact	Roles	Welfare
Refreshments	Trauma	Post Meeting?	Culture Diversity	Conflict
Barriers	Ground Rules	Route Map	Forms Templates	Purpose
Entry/Exit Plan	Record	Who Else?	Topics	Structure

# Me', 'You' and Us' ?

Question	Me	You
<b>Why are we having this conversation?</b> What is the legal and practical context of this meeting?		
<b>What is the aim of the conversation?</b> What do we want to happen? What needs to change?		
<b>What emotions might be triggered?</b> Both parties may feel strongly about the issues raised in different ways. How can this be supported safely?		
<b>How does previous experience impact on this conversation?</b> What assumptions or inferences might be made based on past experiences? How does this situation compare?		

Table 1: Questions to support planning for conversations in practice.

The conversation itself represents 'US' coming together.

Pg 11 Research in Practice - Difficult Conversations in Social Care

# Structuring Your Message

1. Context

2. The Headline

3. The Detail

4. Reason for Bad News

5. The Rationale

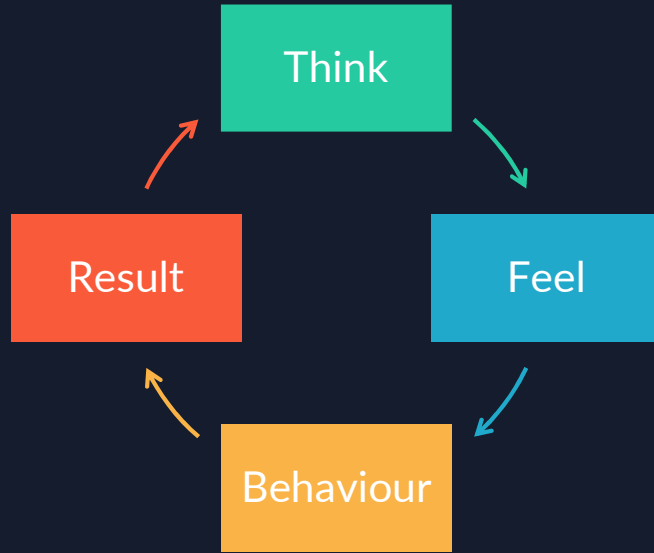
6. The Consequences

7. Alternative Actions

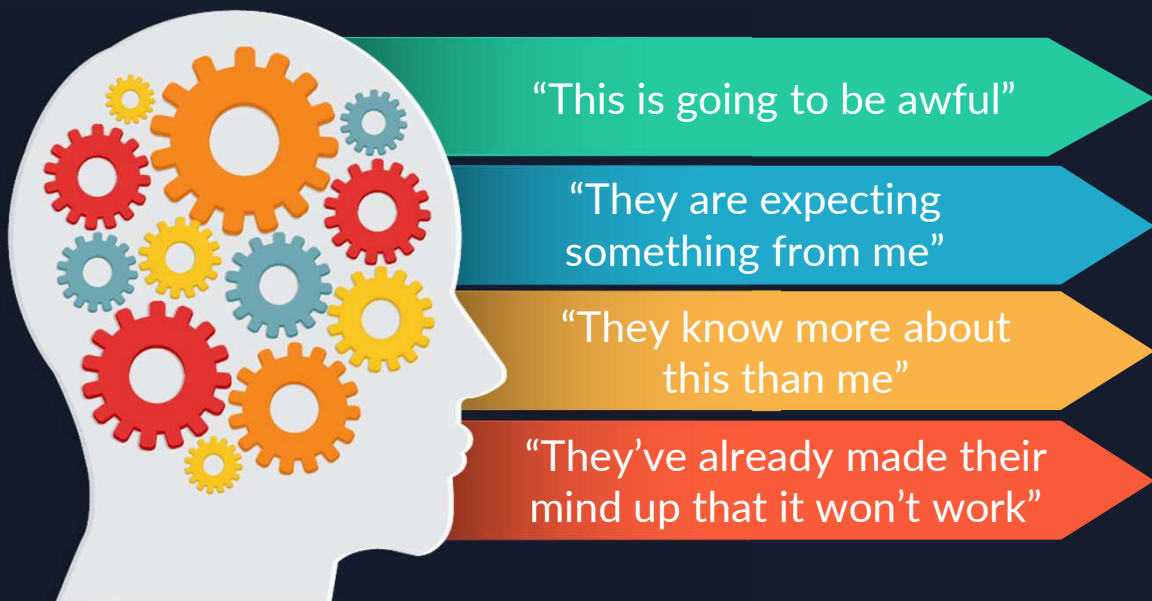
# Internal Statements



# Thinking Affects Results



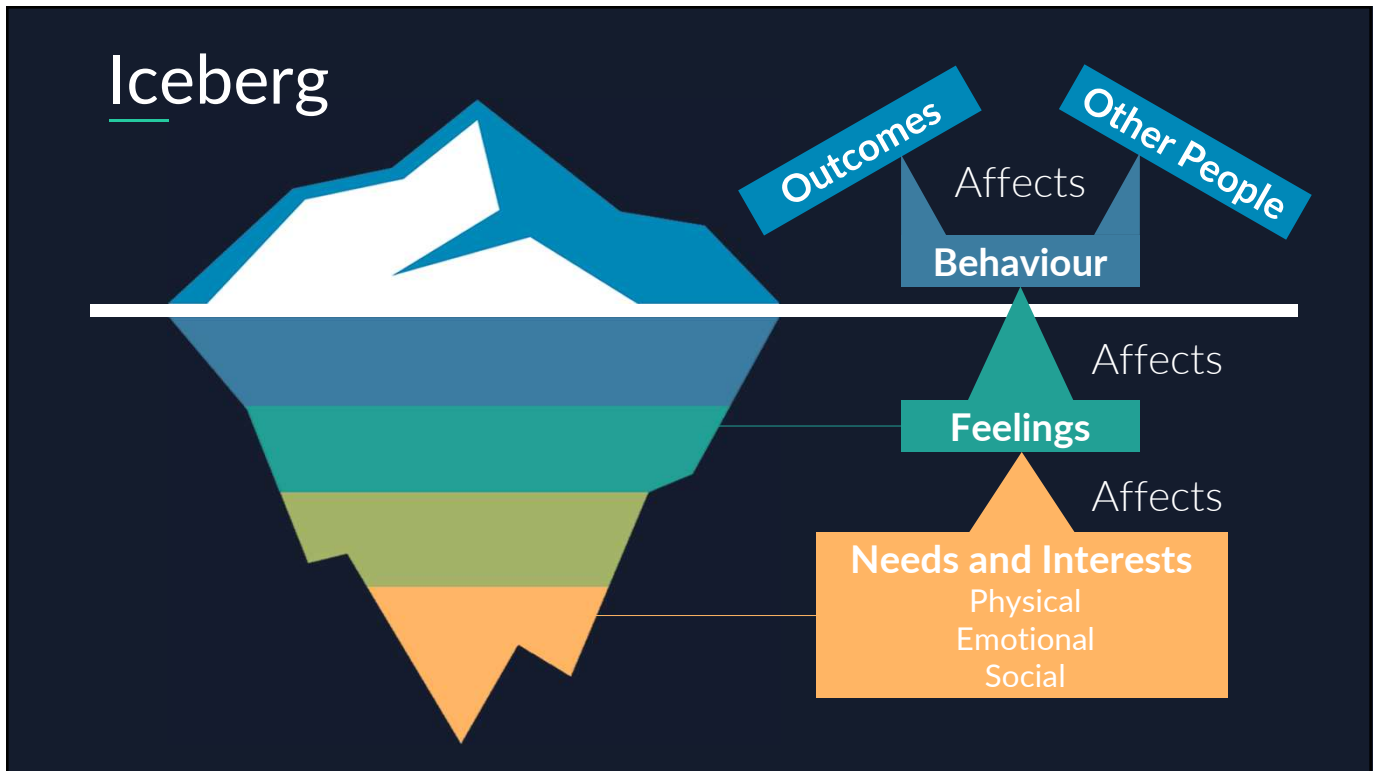
# Unhelpful Internal Statements



"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."  
- Maya Angelou

## Definition of Conflict...

... a disagreement through which the people involved perceive a threat to their needs, interests or concerns.



# The Wheelie Bin Debate!

## Locals

"We oppose being forced to purchase wheelie bins for recycling."

"Recycling is important."

"We want to save money in the long term."

## POSITIONS



## INTERESTS

"Wheelie bins are a good idea."

"We want recycling collections to continue."

## Council

"If you don't pay for wheelie bins we'll tax you more for collection of recycling materials."

"We don't want raised taxes."

"We would prefer no conflict."

"We want a cheap resolution."

# Uncovering Interests



What's important to you about..?

You seem concerned about...tell me more...

How would that improve the situation?

What would that do for you?

What will be different when..?

.....?



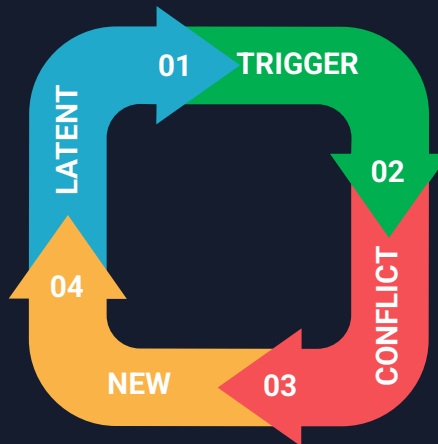
# Conflict Stages

**Latent Conflict**

Under the surface  
Not yet happened  
Not expressed  
openly

**New Equilibrium**

New understanding  
Terms reached  
Conflict resolved?



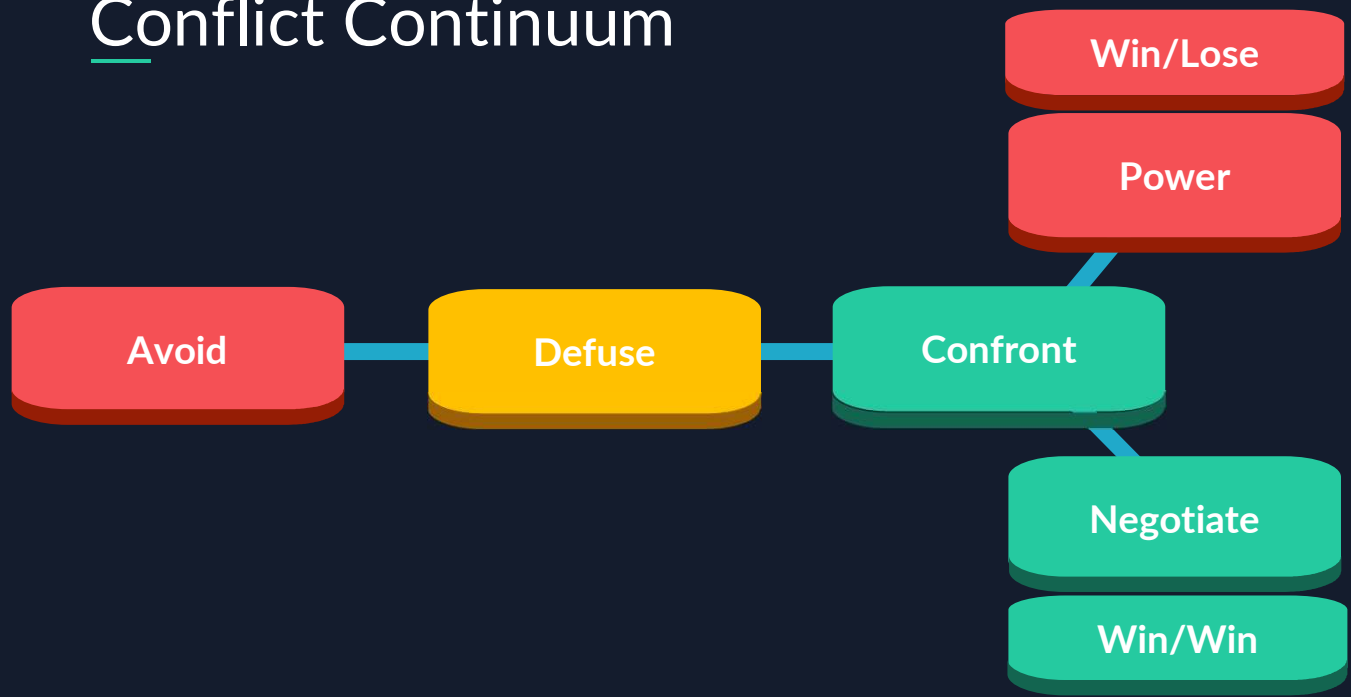
**Triggering Incident**

Spur of the moment  
Specific incident  
Moment of truth

**Conflict**

Assumptions/Labels  
Attack and Blame  
Alliance built  
Entrenched

# Conflict Continuum



# Five Methods of Managing Conflict



# Conflict Resolution Model

INTRODUCE Explain the issue	IMPACT The effect	INFORM The changes	INCENTIVISE The gain
<ul style="list-style-type: none"> <li>Be specific and simple</li> <li>Describe observations not beliefs</li> <li>Avoid accusations</li> </ul>	<ul style="list-style-type: none"> <li>Explain how you felt/feel</li> <li>Be specific</li> <li>Remain calm</li> </ul>	<ul style="list-style-type: none"> <li>Be clear and direct</li> <li>Remain fair and realistic</li> <li>Acknowledge other persons feelings</li> </ul>	<ul style="list-style-type: none"> <li>Identify the benefit of resolution to the other person</li> <li>Agree steps going forward</li> </ul>

# Resolving Conflict Between Others

Understand the source of the problem



Supervise dialogue between parties



Take appropriate action



# Challenging Personalities– How to Deal?



Acknowledge the person and the way they are feeling

Acknowledge your position

Make it clear you understand their position by listening to their views with empathy

Where possible move the situation forward by putting the incident in the past tense if possible

Consider the most suitable method of communicating

# Challenging Personality Types



Time Hog



Tangent



Blocker



Withdrawer



Recognition Seeker



Topic Jumper



Aggressor



Manipulator

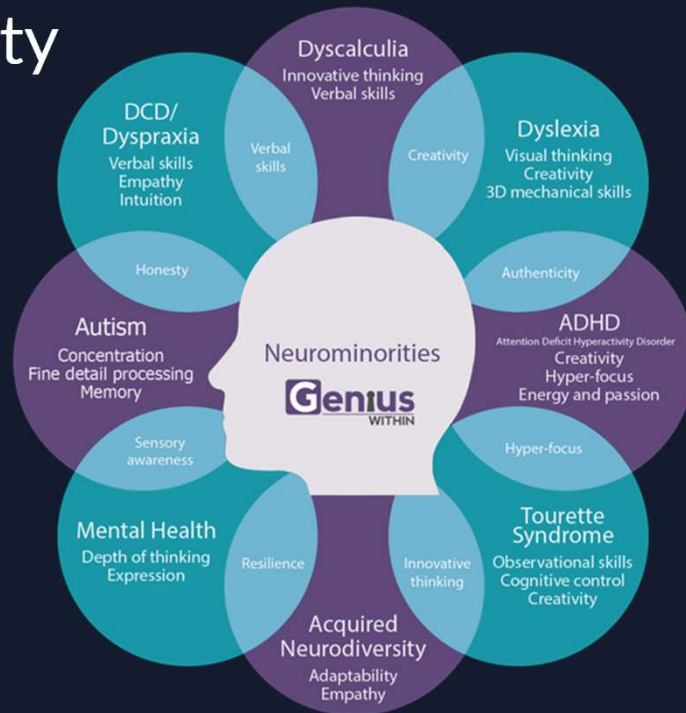


Devil's Advocate



'Groups'

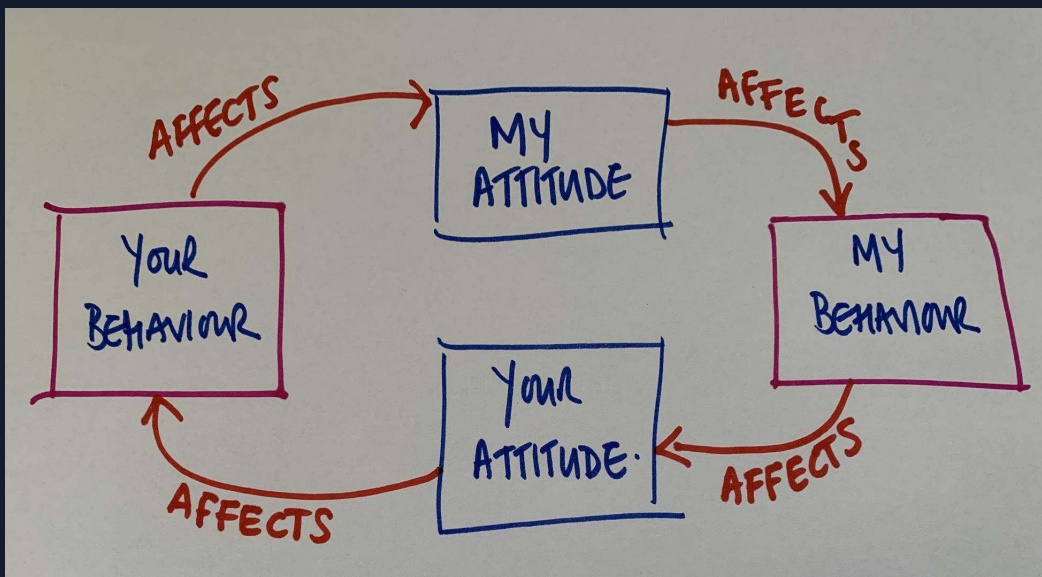
# Neurodiversity



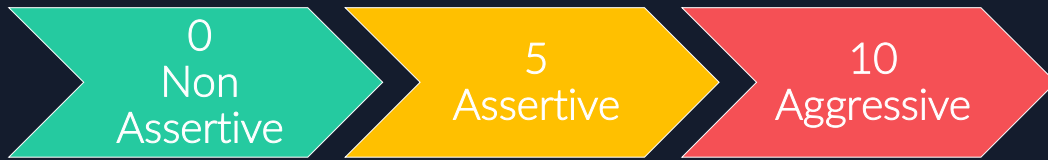
# Cross Cultural Variations



# Betaris Box



# Behaviour Continuum



Self Awareness is the Key

# How to DEAL with Disruptive Behaviour?



D - Describe

E - Explain

A - Action Required

L - Likely Consequences

## Challenging – As Simple as ABC

**A**

**'Earlier you told us that you never leave your children alone at home at night'**

**B**







**'The police inform me that last Wednesday they were called to your house at 01.30 a.m. and that the only people in the house were your two children'**

**C**

**'Help me understand what happened?'**

## Objectives

Now you can.....

-  Identify and use techniques to overcome communication barriers
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