### **MARCH 2025**

### LEANING INTO CONFLICT Navigating Others' Emotions

#### Having the Hard Conversation

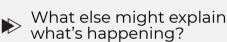
Feelings are often the best source of information about what is most important in a difficult situation. We have an emotional response when something we value feels lost or threatened. Lean into the feeling conversation. Create a feeling of safety with the use of a positive tone.

## How to strengthen mutual understanding

- Deepen awareness of each person's needs and interests
- Search for shared interests
- > Develop common ground

# Questions to ask when preparing to engage

What beliefs are influencing the other person's perception?



what's happening?

What's driving the other person's behavior and action?



SELPA

### **Resources to Support Learing**



#### Emotional Intelligence

<u>Click here to learn more</u> <u>about Self-Awareness,</u> <u>Self-Regulation, Empathy,</u> <u>and Social Skills</u>



Shared Understanding

<u>Click here to watch a</u> <u>short video on shared</u> <u>understanding in</u> <u>communication</u>



#### Build a Golden Bridge

Click here for a 6 minute read by William Ury on 3 Ways to Make Conflict Less Destructive



#### **Proven Strategies**

<u>Click here to listen to a</u> <u>podcast on Proven</u> <u>Strategies and Amazing</u> <u>Stories from Warren Buffet,</u> <u>Nelson Mandela, and more</u>

## **ADR Monthly Tips**