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# Topics & Skills

What is your default approach to conflict?

Norms & Values - the landmines of conflict

Expectations - identify and clarify

**Giving feedback**

**Becoming proactive (assertive)**

Stimulus & Response - learning to pause



# Conflict - It's complicated

*We respond based on the unique hard wiring of our **brain**, our body **chemistry**, the **culture(s)** in which we live, the life **experiences** unique to each us, and the **situation** (context) in which we find ourselves at the moment.*



# Conflict Choices

Assertive

**AGGRESSIVE**     *Passive*

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*Passive Aggressive*



# Aggressive



Takes Over  
Dominates  
Fights  
Loses their cool  
Hostile  
Win/Lose  
You're not OK



# Passive

Flees or gives in

Placates

Avoids conflict

Not cool

Resentful

Lose/Win

I'm not OK



# Indirect Aggressive



Manipulates

Sarcastic

Mixed Message

Gets even

Acts cool but venomous

Concealed attack

Lose/Lose

You're not OK,

*(but I'll let you think you are)*



# Assertive

Confident

Flexible

Responsible

Honest

Proactive

Keeps their cool

Win/Win or No Deal

I'm basically OK, You're basically OK





# Norms & Values

We do not usually know we have **Norms** until someone violates them

Norms are often easier to negotiate

**VALUES** ARE MORE OFTEN CLEARER TO US

Values, especially sacred values, are more difficult to negotiate



# Norm Violations

What do people do (or not do) that annoys you?



# Clarify Expectations

Communication is key

Wants & Needs

**Norms & Values**

What does it look like for *you* when someone is meeting your expectations?



# Providing Feedback

On Target/Off Target

Be specific

**Show impact**

Share feelings if relevant

Be timely

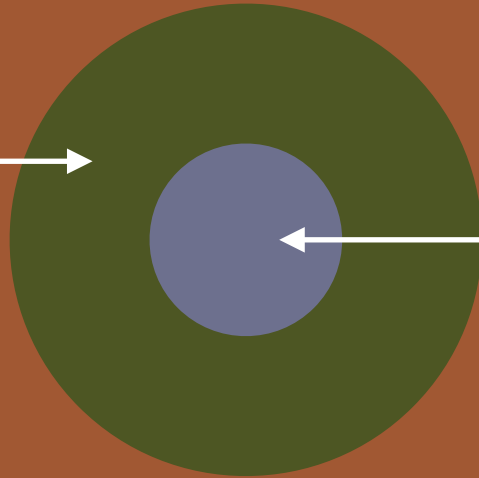


# Proactive vs Reactive

Where do you put your energy?

**Circle of Concern**

*This is always larger*



**Circle of Power**

*This expands and contracts*



# Stimulus – PAUSE – Response



# Wrap Up



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