

Manure Haulers 2018



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What is Conflict and What Causes it?

- Past History/personal issues
- Different values and guiding principles
- Different perceptions or positions on an issue
- Lack of clarity

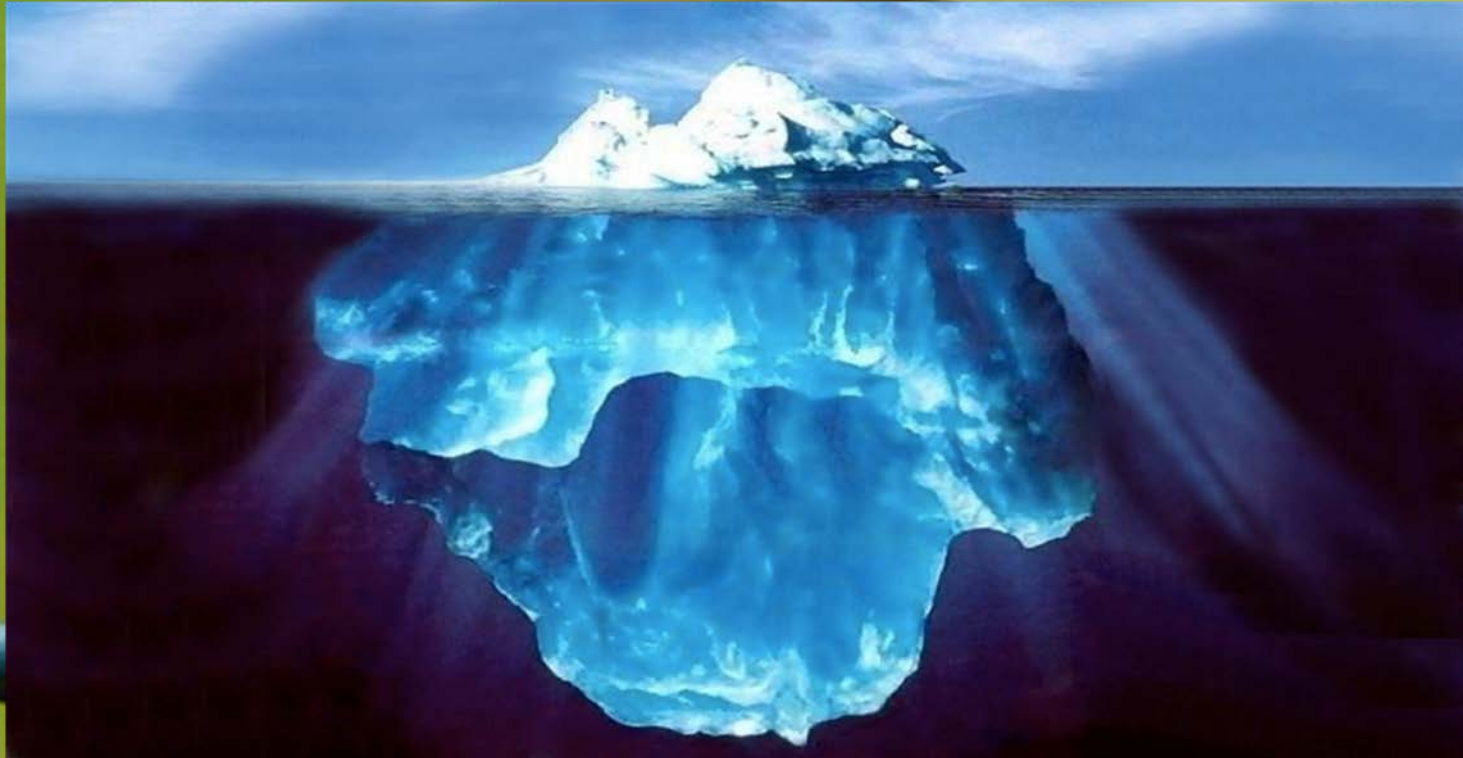
Healthy Conflict Can

- Make families or groups consider a wide range of options
- Boost creative thinking
- Keep us attentive to all interests
- Help hear everyone's ideas
- Focus on the facts and stay objective
- Use a logical approach to consider solutions

Unhealthy Conflict Can

- Encourage those who think they are “right” to feel elevated above those whose are “wrong”
- Bring out personal attacks and blame
- Generate distrust
- Stifle collaboration
- Make a bad situation worse

Observable positions may
be formed by
unobservable history



- Never assume agreement is reached on an issue.
- Some people have strong opinions and will gravitate to the extremes.
- Some people see both sides and stand in the middle.
- People may stand by the same number for very different reasons.

Communication is Key

- Stakes are high
- Opinions vary
- Emotions run strong

So you have this issue...
How do You handle it, now that
you know enough to be
dangerous

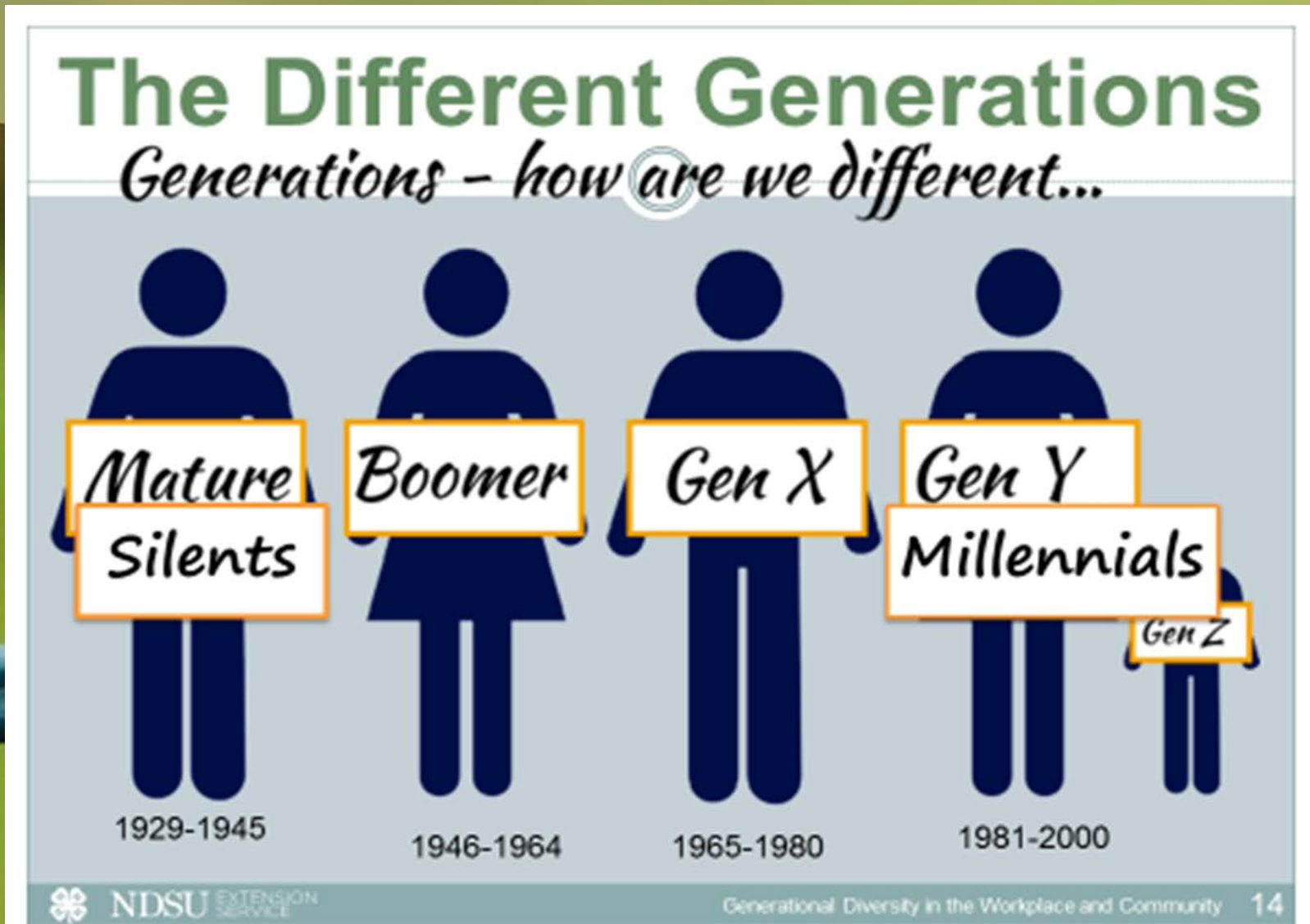
Are you listening?



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Thinking generationally...

How do you communicate?



Preferred Communication

Silents	Simple and straightforward; letters, phone
Boomers	Personal style to build rapport; phone, face-to-face networking
X'ers	Direct approach; email, voice-mail, social media
Millennials	Social networking websites, expect instant feedback; texts/tweets



How is a message received?

Face to Face

Body language	55%
Tone	38%
Words	7%
Total	100%

Are you communicating using
the platinum rule?



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Conflict Resolution Skills

- Quickly Remove Stress
- Recognize and Manage Your Emotions
- Improve Your Non Verbal Communication skills
- Use Humor and Play to Deal With Challenges

Conflict management tools

- Listen
- Empathize
- Paraphrase
- Ask questions
- “I” messages
- Use neutral language
- Say “Yes and...” instead of “Yes but...”
- Practice difficult discussions ahead of time



**KEEP
CALM
AND
Listen
Carefully**

Work on Relationship management

“The weaker connection you have with someone the harder it is to get your point across.”

Travis Bradberry & Jean Graves Emotional Intelligence 2.0



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