



Loving Our Neighbor as Ourselves in
the Midst of Interpersonal Conflict

Kay Julien, PhD
NACSW
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stormbreakerconflictcoaching.com

The Transformative Perspective

- Conflict is a **crisis** in human interaction:
 - Strength of Self (autonomy)
 - Consideration of Others (connection)
- Conflict destabilizes the **experience** of Self and Other:
 - Vulnerable (weak) and self-absorbed
- **Negative:**
 - Vicious cycle
 - Quality of interaction (communication) degenerates
- **Positive Transformation**
 - Capacity to make incremental positive shifts along the dimensions of Empowerment & Recognition
 - Quality of interaction (communication) regenerates

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Conflict Transformation Goals

Helping the client to:

- build the **personal** resources to deal effectively with conflict
- change the **quality** of their conflict interactions
- increase their capacity to **self-manage** in conflict by improving their ability to express and assert themselves, as well as improve the way they relate to others

- Attend to Empowerment needs
- Attend to Recognition needs

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Self-Management Themes

- Explore Intentions and Motivations
- Common Reactions
- Interacting with Greater Awareness of Others and Human Understanding
- Self-Awareness
- Identify and Plan for Reactions & Emotions
- Shifts to one's own Strength and Openness

Dayton Mediation Center

*By wisdom a house is built,
and through understanding it is established;
through knowledge its rooms are filled
with rare and beautiful treasures. —Prov24:3, 4*

Exploring the Situation (Wisdom)

What is this about now?

- Explore the conflict situation with the client (specific conflict story)

Gaining Insight About Self and Others (Understanding)

Where does it go wrong?

- Explore how client manages conflict (patterns and contradictions)

Envisioning Action (Knowledge)

What can be different?

- Highlight choice points & determine actions
- 1. These things do not happen sequentially.
- 2. Identify and attend to an empowerment issue first.

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Actions to shift the conversation back in a more positive direction

- Reach out ~ acknowledge the other person ~Phil. 2:4
 - “Please tell me one thing you need in this, and how I can specifically help you.”
- Stop & clarify the objective ~ when confused or defensive ~Isaiah 30:15
 - “I definitely agree we should talk about that; for right now though, I’d like to get back to . . .”
- Exercise legitimate authority ~ stop the power struggle ~John 10:18
 - I think I’m going to need to process all this to figure out where to go from here. Can we talk tomorrow at 10:00am?

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For God has not given us a spirit of fear, but of power and of love and of a sound mind. ~2 Timothy 1:7

STAYING IN THE PLACE OF STRENGTH

- ❖ Refocus on the other person
- ❖ Refocus on the objective
- ❖ Refocus on your personal power to change the conversation

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Contact Information

Dr. Kay Julien
stormbreakerconflictcoaching.com

sbconflictcoaching@gmail.com

407-234-4901


