



Gil Morales  
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Resolve  
Conflict  
Constructively

# OBJECTIVES

Identify specific types of conflict.

Responding to baiting language.

Using bridging language to respond to defensive language.



# Step 1

# Types of Workplace Conflict

**Relational**

**Work Habits  
Tenure  
Ego**

**Tasks**

**Values  
Attitudes  
Communication**

**Process**

**Priorities  
Goals  
Power**

emotion



ANGER



**CHANGE**

# ● Conflict: What to Say and Not Say

## Don't

**I Promise**

**Calm Down**

**It's Policy**

**Why are you mad?**



## Do

**I will do everything I can**

**Sorry for your experience.**

**This is how policy helps us.**

**I can hear your anxious.**



# Your Approach

Know Yourself: Self-Awareness

Be Non-Defensive

Retain Your Emotional Independence



# Step 2



# BAITING LANGUAGE

# Baiting Language

*Hey chief you're really working out of your element, aren't you?*

*I can't believe you passed probation.*

*I need to speak with someone who can really help me, is there a man available?*



# NEGATIVE MESSAGES

When you have a negative message, you can:

Blame yourself.

Blame others.

Sense your own feelings and needs.

Sense the other's feelings and needs.



# Step 3



A photograph of a wooden bridge with railings, receding into a misty, hazy landscape. The bridge is made of dark wood and has a series of railings on both sides. The background is a soft, hazy landscape with green hills and a pale sky. The text "BRIDGING LANGUAGE" is overlaid in the center of the image.

# BRIDGING LANGUAGE

# ● Bridging Language

*I'm sorry for your difficult experience, if I were in your shoes, I'd feel the same way (**emotional validation**).*

If I can't take care of this, I'll find who can (**positive assurance**)

Thank you for your patience... (**commendation contribution**).



# ● Bridging Language

I believe we may have started on the wrong foot can we start over? (**compromising concession**).

What do you say we work on this together and find the best solution that works for both of us (**collaborative accommodation**).



A photograph of several King penguins standing on a rocky beach. The penguins have white bodies, dark wings, and a distinctive yellow and orange band around their necks. They are standing on dark, smooth, rounded stones. In the background, there are more penguins, a blue body of water, and snow-capped mountains under a blue sky with scattered white clouds. The text 'Gil Morales' and 'Instructor' is overlaid in the top left corner, and 'Thank You For Attending' is overlaid at the bottom.

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Instructor

Thank You For Attending