



## Bring to Mind a Power Struggle or Conflict



### Active Destructive Responses

- Winning at All Costs – Arguing vigorously for your own position and trying to win at all costs.
- Displaying Anger – Expressing anger, raising your voice, and using harsh, angry words.
- Demaneing Others – Laughing at the other person, ridiculing the other's ideas, and using sarcasm.
- Retaliating – Obstructing the other person, retaliating against the other, and trying to get revenge.

### Passive Destructive Responses

- Avoiding – Avoiding or ignoring the other person, and acting distant and aloof.
- Yielding – Giving in to the other person in order to avoid further conflict.
- Hiding Emotions – concealing your true emotions even though feeling upset.
- Self-Criticizing – Replaying the incident over in your mind, and criticizing yourself for not handling it better.

### Creating Tense, Conflicted, Unproductive Relationships

#### Use These Behaviors

- Avoidance/denial
- Surrender/capitulation
- Passive resistance
- Fighting/domination

### Creating Tense, Conflicted, Unproductive Relationships

#### Use These Communication Strategies

- Judgmental language
- Blaming, shaming, and fault-finding statements
- Closed, secretive language
- Make threats

## Creating Tense, Conflicted, Unproductive Relationships

### Maintain These Attitudes

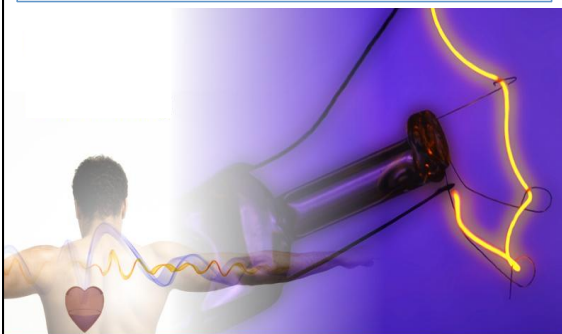
- Conflict = war
- Me vs. you
- Focus on the past
- Win-lose mentality
- Bad/good person dichotomy
- Belief that differences are irreconcilable
- My truths vs. your truths

## 3 Key Distinctions to transform Conflict to Connection & Power Struggles to Empowerment

- 1) Contrast vs. Conflict
- 2) Dialogue vs. Debate
- 3) Resolution/ Reconciliation vs. Assertion/ Resistance



### Based on the Law of the Third Force



### When were you part of a team working together for a common goal?



## Active Constructive Responses

- Perspective Taking – Putting yourself in the other person's position and trying to understand that person's point of view.
- Creating Solutions – Brainstorming with the other person, asking questions, and trying to create solutions to the problem.
- Expressing Emotions – Talking honestly with the other person and expressing your thoughts and feelings.
- Reaching Out – Reaching out to the other person, making the first move, and trying to make amends.

## Passive Constructive Responses

- Reflective Thinking – Analyzing the situation, weighing the pros and cons, and thinking about the best response.
- Delay Responding – Waiting things out, letting matters settle down, or taking a "time out" when emotions are running high.
- Adapting – Staying flexible, and trying to make the best of the situation.

## Creating Constructive, Problem-Solving Relationships

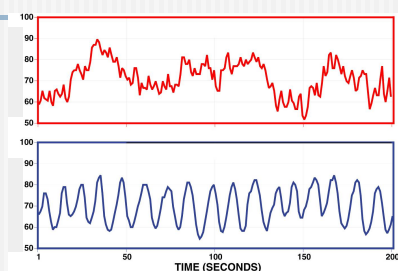
- Describe behaviors & feelings
- Make "I" statements and talk about your needs
- Open, honest communication
- Assertive language
- Clarifying questions
- Curiosity

## Creating Constructive, Problem-Solving Relationships

### Adopt These Attitudes

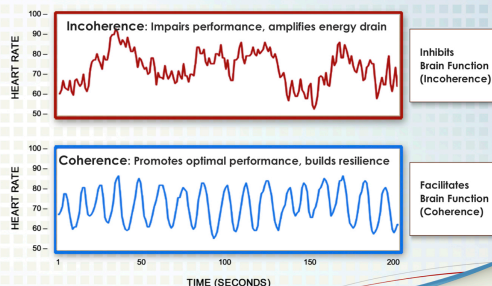
- Us against our problem
- Everyone's perspectives bring value
- Focus on the future
- Both can gain
- Shared responsibility
- We can resolve anything

Which feels like the top line?  
Which feels like the bottom line?



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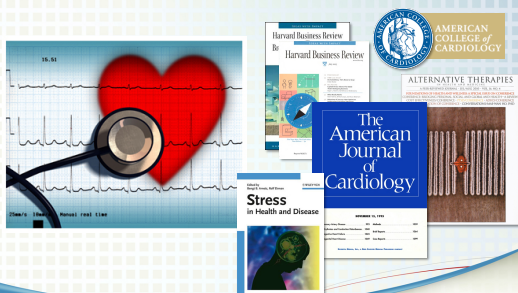
## Emotions and Heart Rhythms



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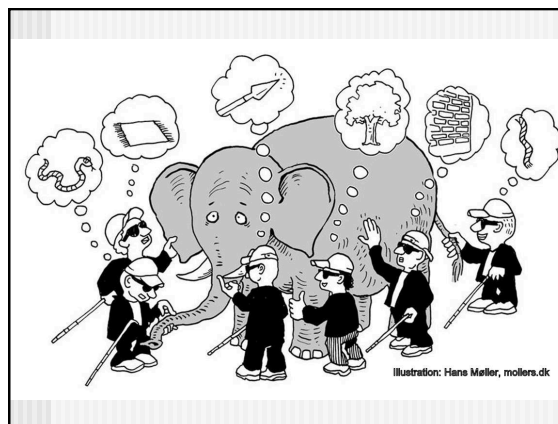
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## Published Research



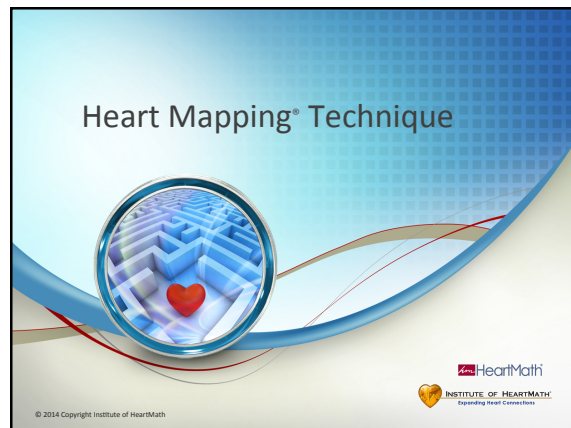
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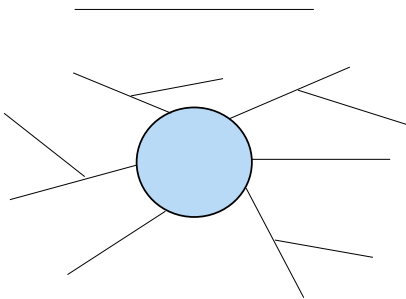




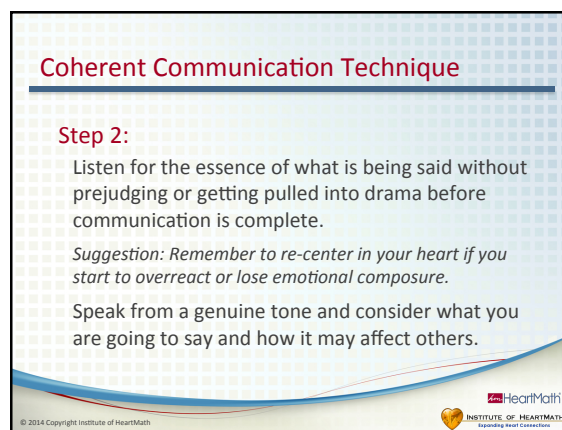
Until Renovations Do we Part: White Carpet or Wooden Floors?



## Heart Mapping® Exercise



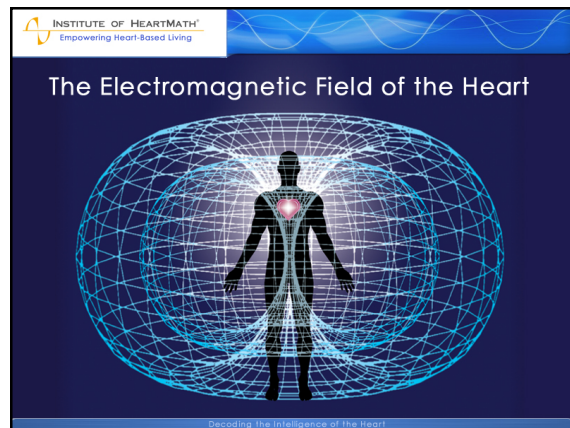




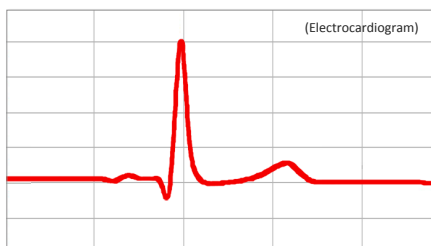
### Coherent Communication in the Work Environment

- Shortens meeting times
- Creates more harmonious interactions
- Aligns team members
- Reduces stress, drama and energy drains
- Fosters mutual respect

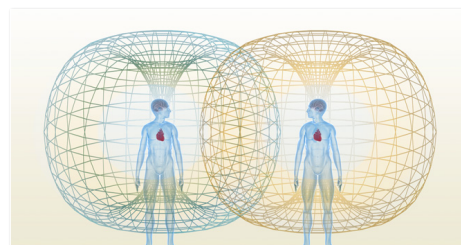
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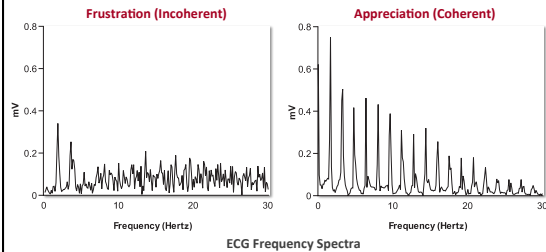
### The Electricity of the Heart



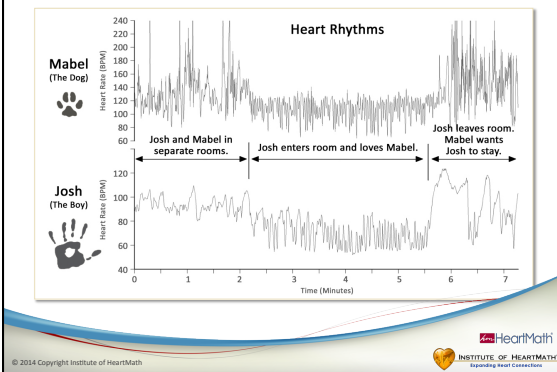
Our thoughts and emotions affect the heart's magnetic field, which energetically affects those in our environment whether or not we are conscious of it.



### The Heart's Magnetic Field Acts as a Carrier Wave



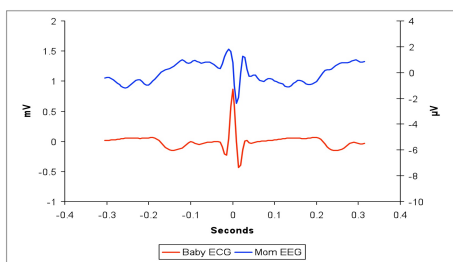
### A Boy and His Dog



### A Mother and Her Baby



### Mother's Brainwaves Sync to Baby's Heartbeats



### Emotional Energetics

Our emotions and attitudes affect others positively or negatively, whether or not we are aware of it.

When we are centered and in sync, we create a more coherent field environment and are less affected by others' incoherence.

### Creating a Coherent Field Environment

Cultivating appreciation fosters team coherence, harmonious relationships and a happier, healthier, more productive work environment.

Identifying Shared Core Values and Creating from there leads to:

- 1) Connection Rather than Conflict
- 2) Dialogue Rather than Debate
- 3) Resolution Rather than Assertion



*An enemy is a friend whose story you have yet to hear....*



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