



# Conflict Management

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**Presented by:**

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Spring Branch ISD



# The Physiology of Stress

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- Outward signs come from two sources:
  - Physiological
    - Deals with the body
  - Psychological
    - Deals with the mind



# The Physiology of Stress

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- Outward signs come from two sources:
  - Physiological
    - Deals with the body
  - Psychological
    - Deals with the mind

*The body doesn't lie!*



# The Physiology of Stress

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- Some signs are easy to see, some are common. Some are not...



# The Physiology of Stress

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- Some signs are easy to see, some are common. Some are not...

*Realize that you may not know what elements are in play and be on your toes to **respond** to anything.*



# Ego States

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Parent

Adult

Child

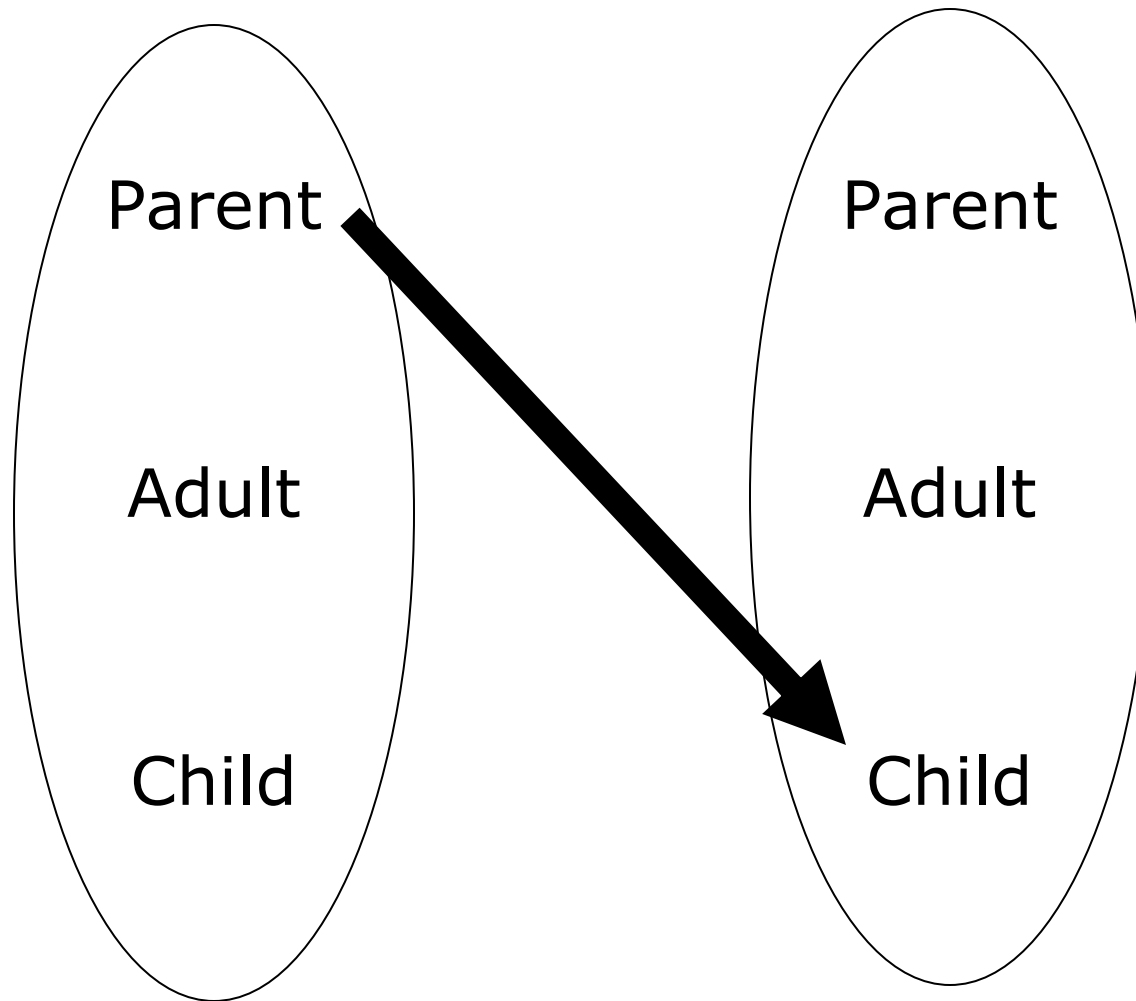
Parent

Adult

Child

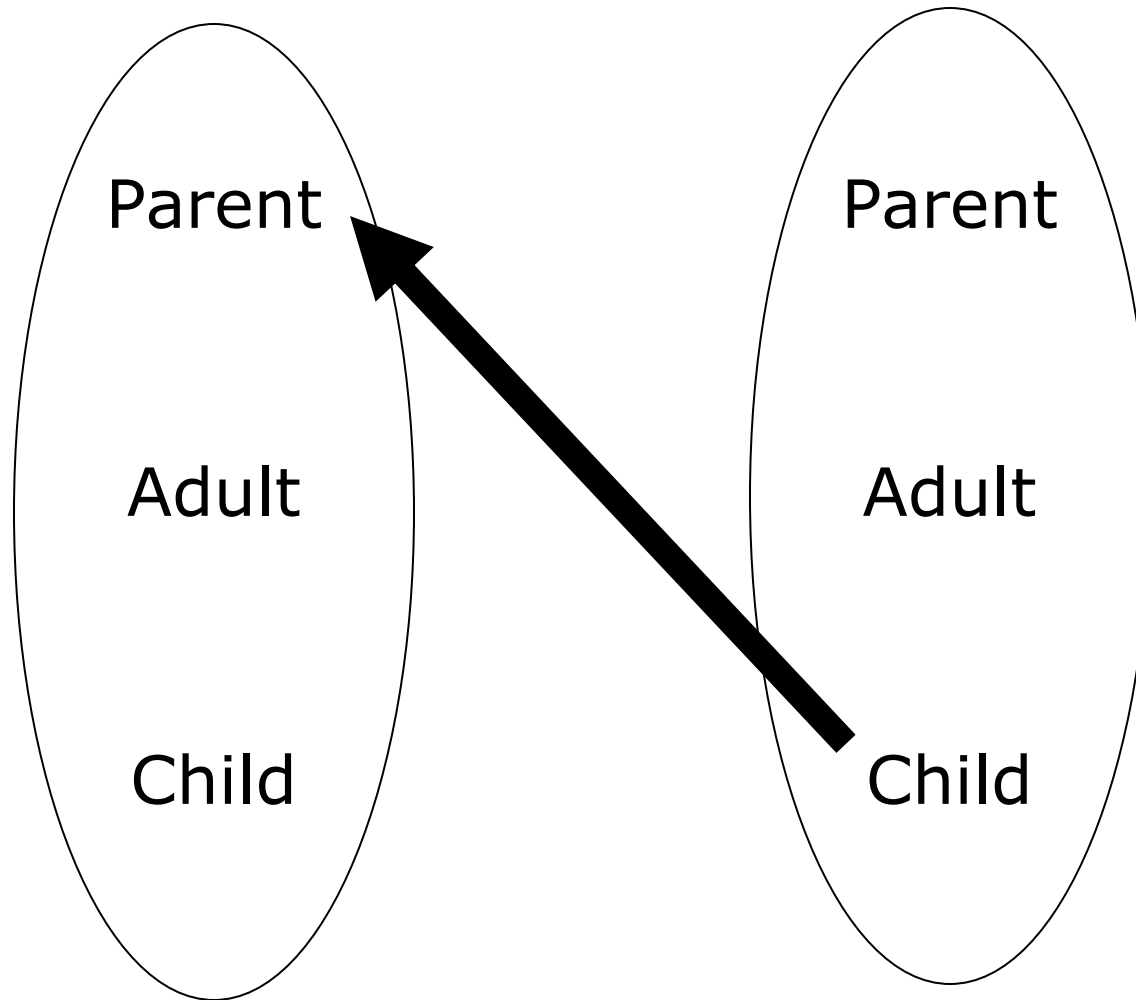
# Ego States

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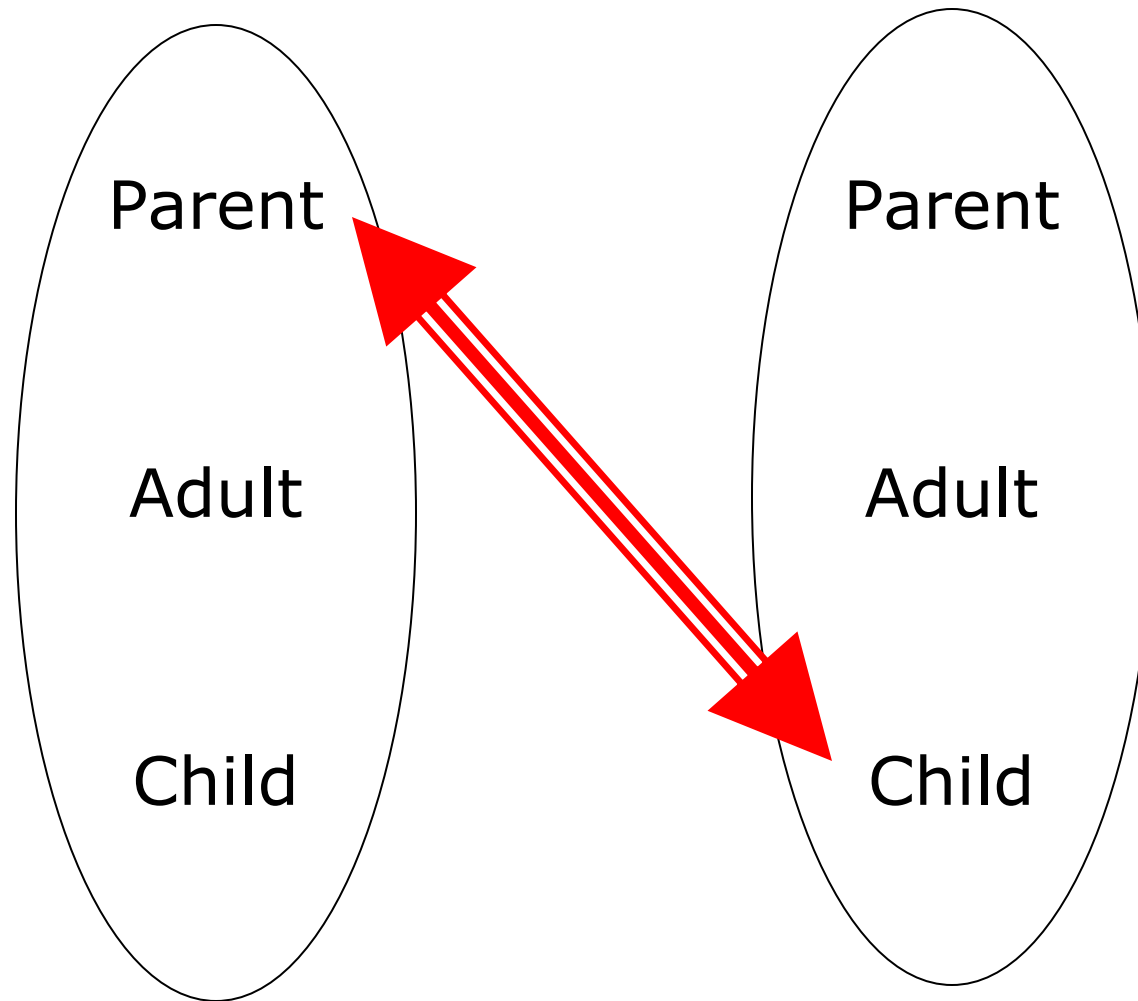
# Ego States

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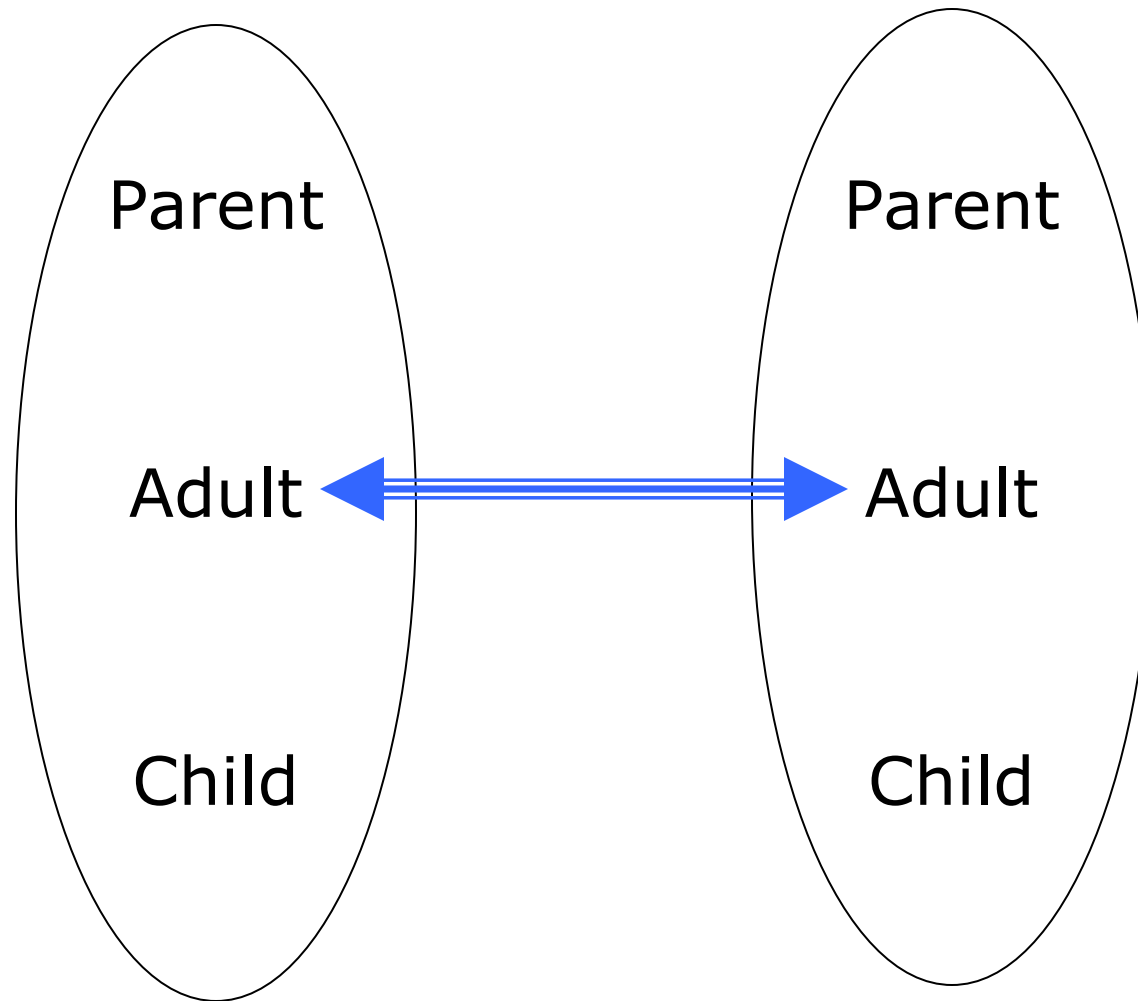
# Ego States

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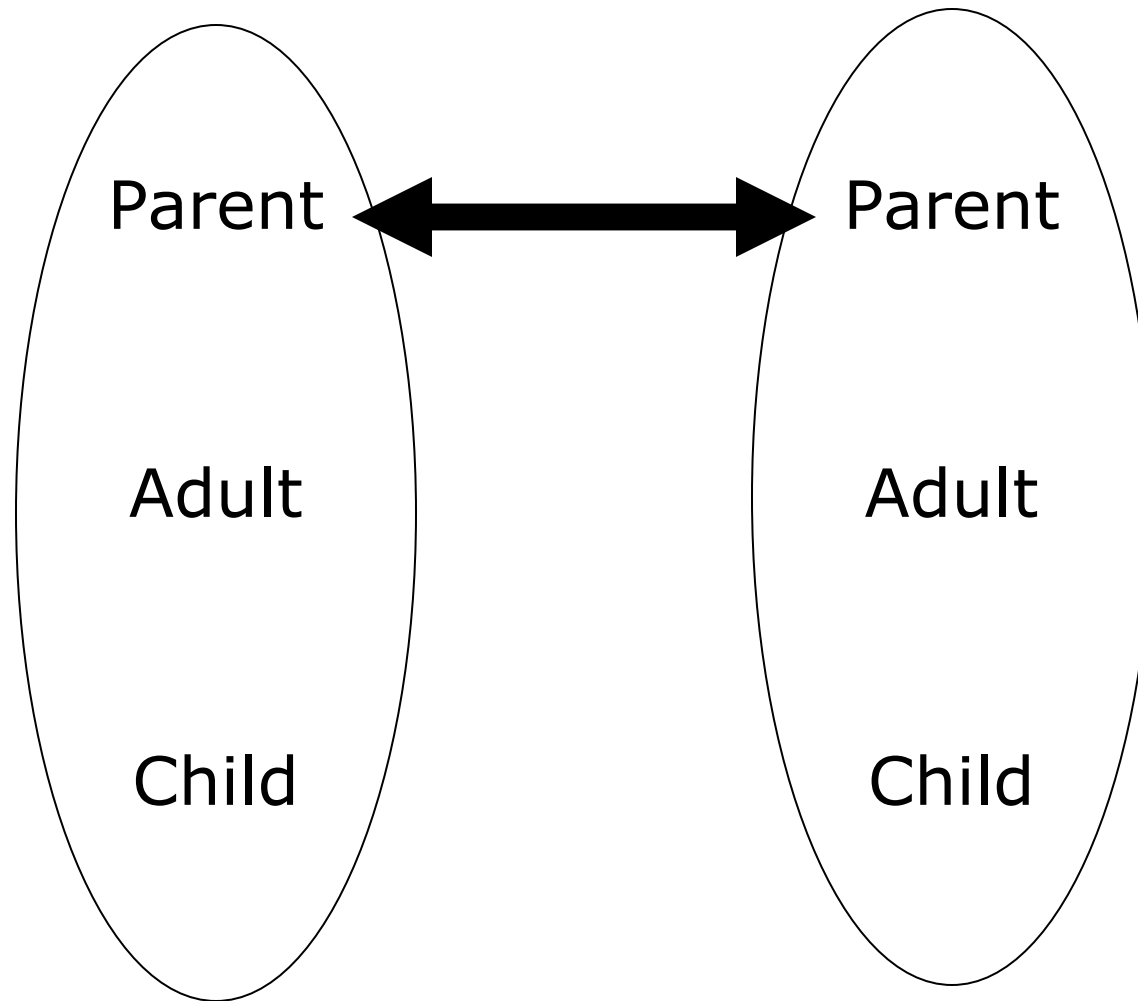
# Ego States – Ultimate Goal

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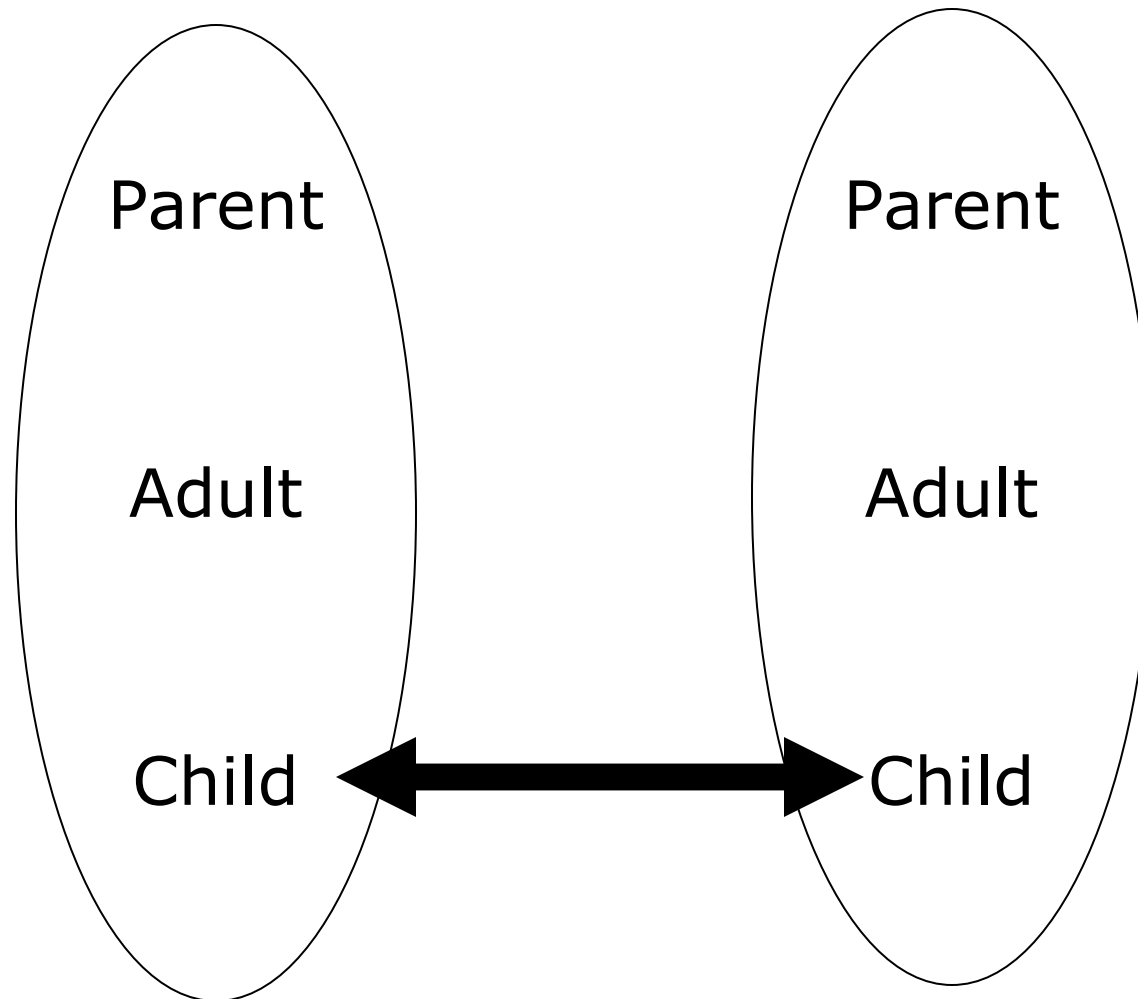
# Ego States – would this work???

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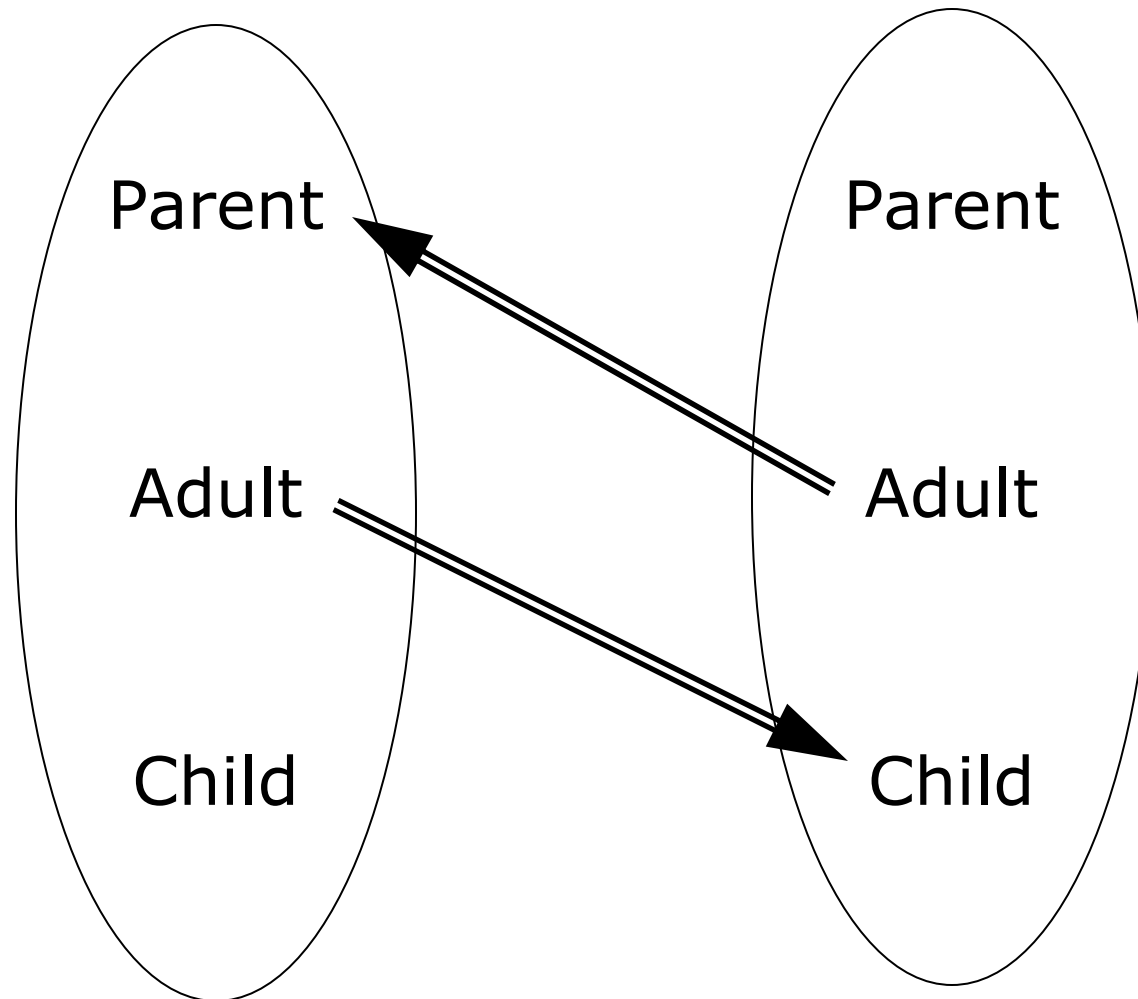
# Ego States – would this work???

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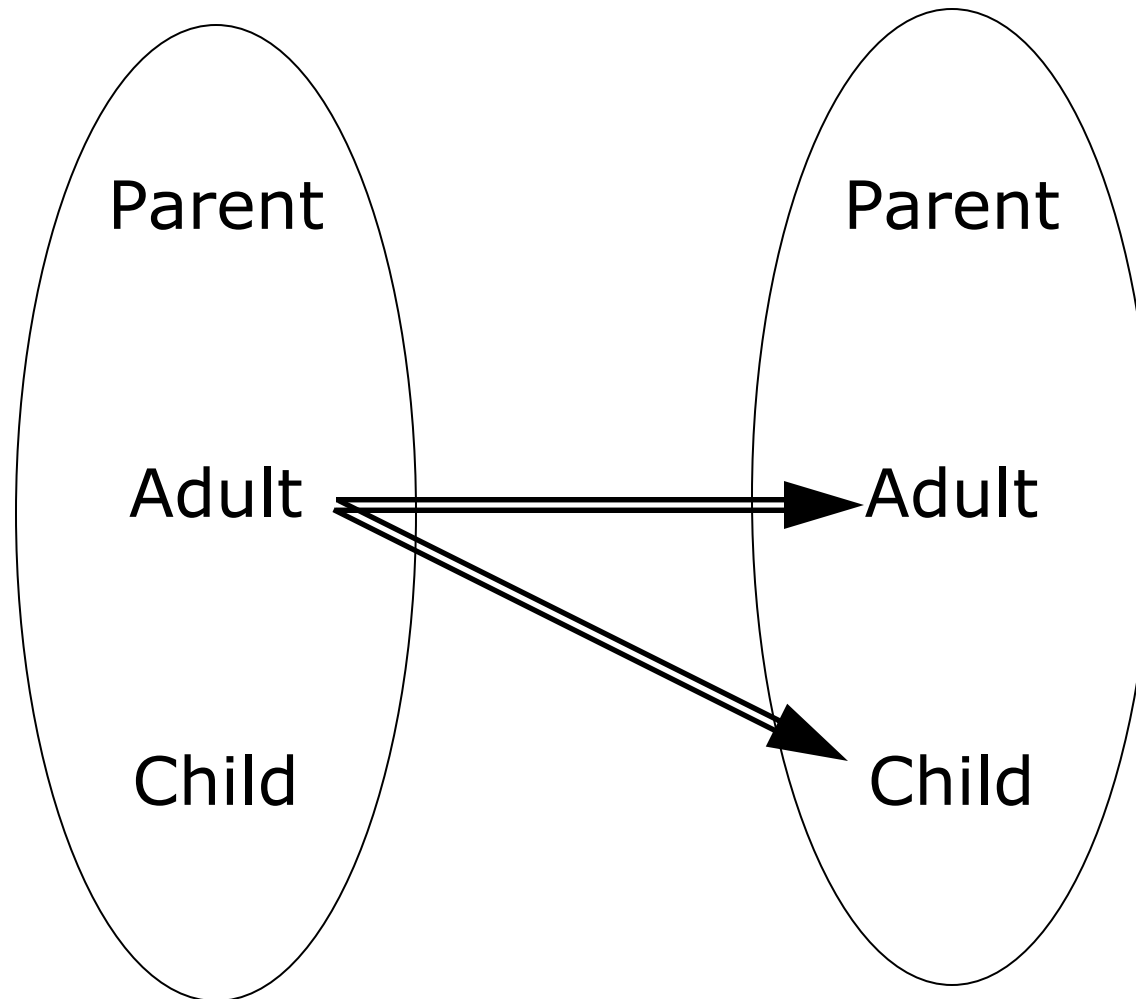
# Ego States – would these work???

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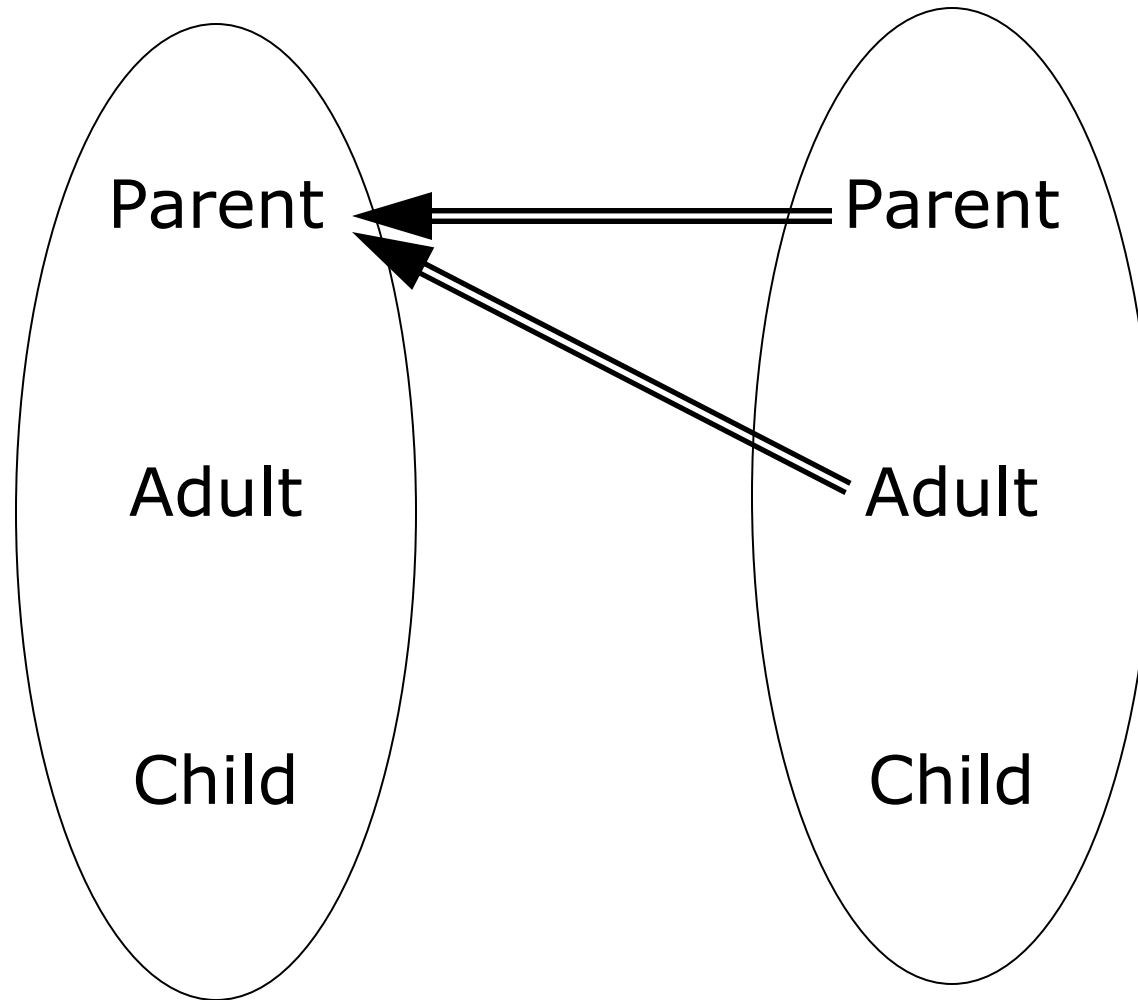
# Ego States – seen this happen?

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# Ego States – seen this happen?

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# Four Elements of a Conflict

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**P**

**A**

**C**

**E**



# Four Elements of a Conflict

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**P** - Problem

**A**

**C**

**E**



# Four Elements of a Conflict

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**P** - Problem

**A** - Audience

**C**

**E**



# Four Elements of a Conflict

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**P** - Problem

**A** - Audience

**C** - Constraints

**E**



# Four Elements of a Conflict

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**P** - Problem

**A** - Audience

**C** - Constraints

**E** - Ethical Presence



# Conflict Resolution Tools

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**L**

**E**

**A**

**P**

**S**



# Conflict Resolution Tools

---

**L** - Listen

**E**

**A**

**P**

**S**



# Conflict Resolution Tools

---

**L** - Listen

**E** - Empathize

**A**

**P**

**S**



# Conflict Resolution Tools

---

**L** - Listen

**E** - Empathize

**A** - Ask

**P**

**S**



# Conflict Resolution Tools

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**L** - Listen

**E** - Empathize

**A** - Ask

**P** - Paraphrase

**S**



# Conflict Resolution Tools

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**L** - Listen

**E** - Empathize

**A** - Ask

**P** - Paraphrase

**S** - Summarize