

COMMUNICATION SKILLS

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Conflict Management Strategies

(Fight)

Coerce

Compete

Compromise

Accommodate

Avoid

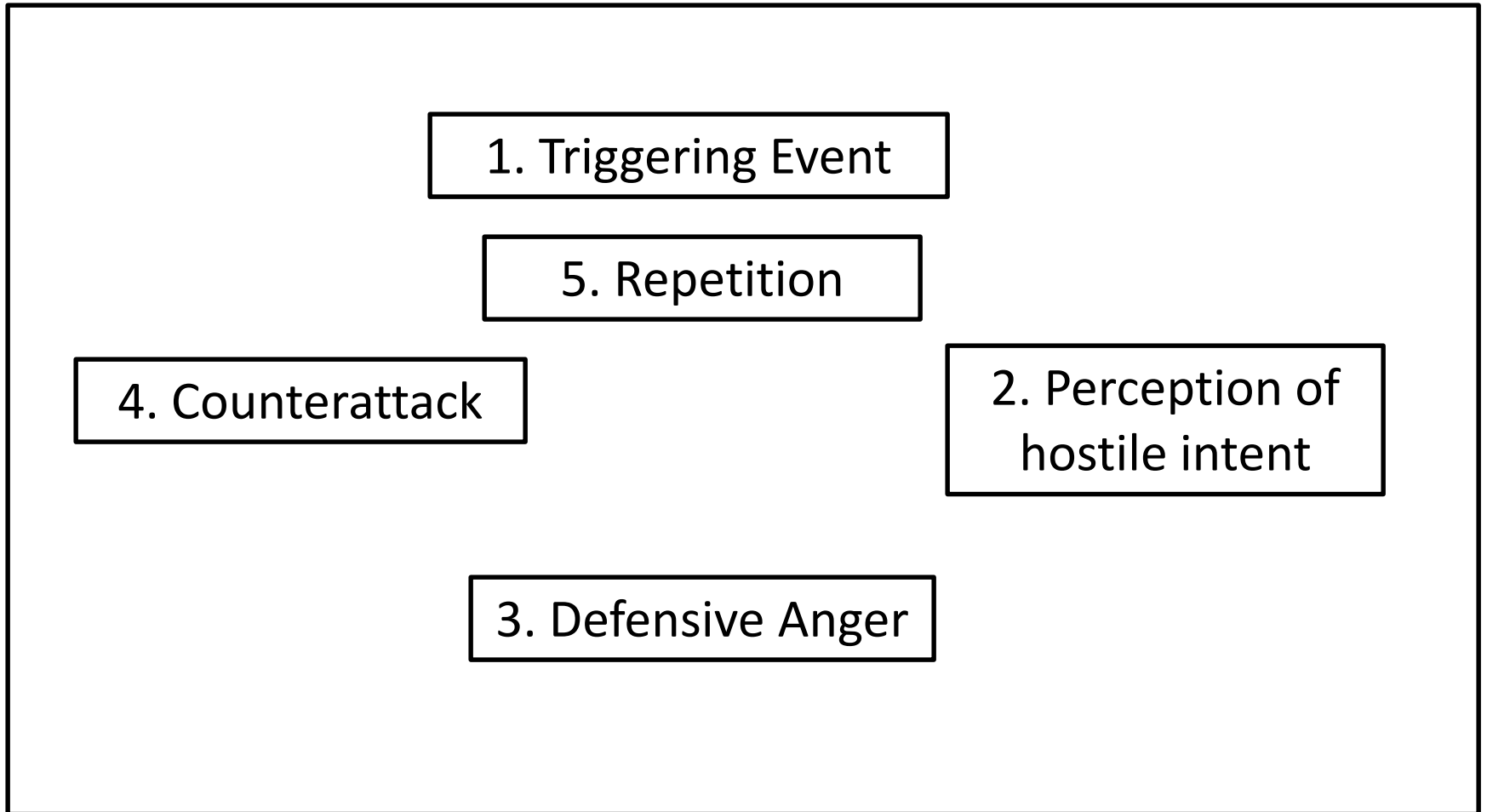
(Flight)

Collaborate

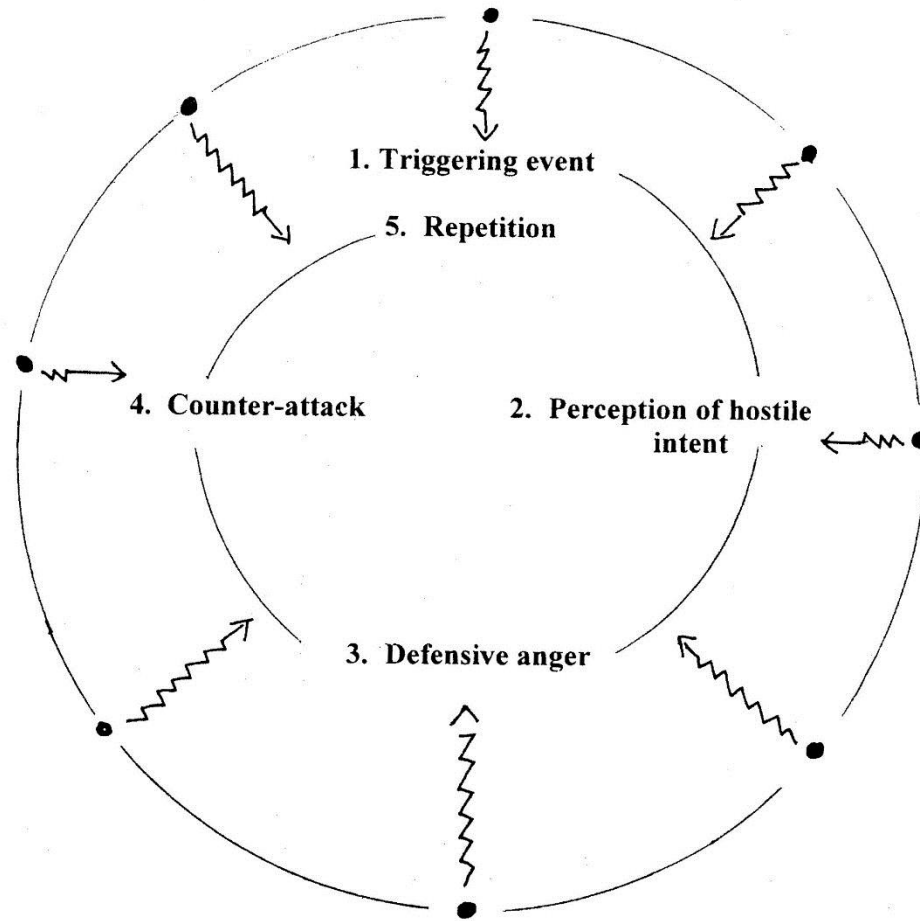
= Co+ labor

"Work together"

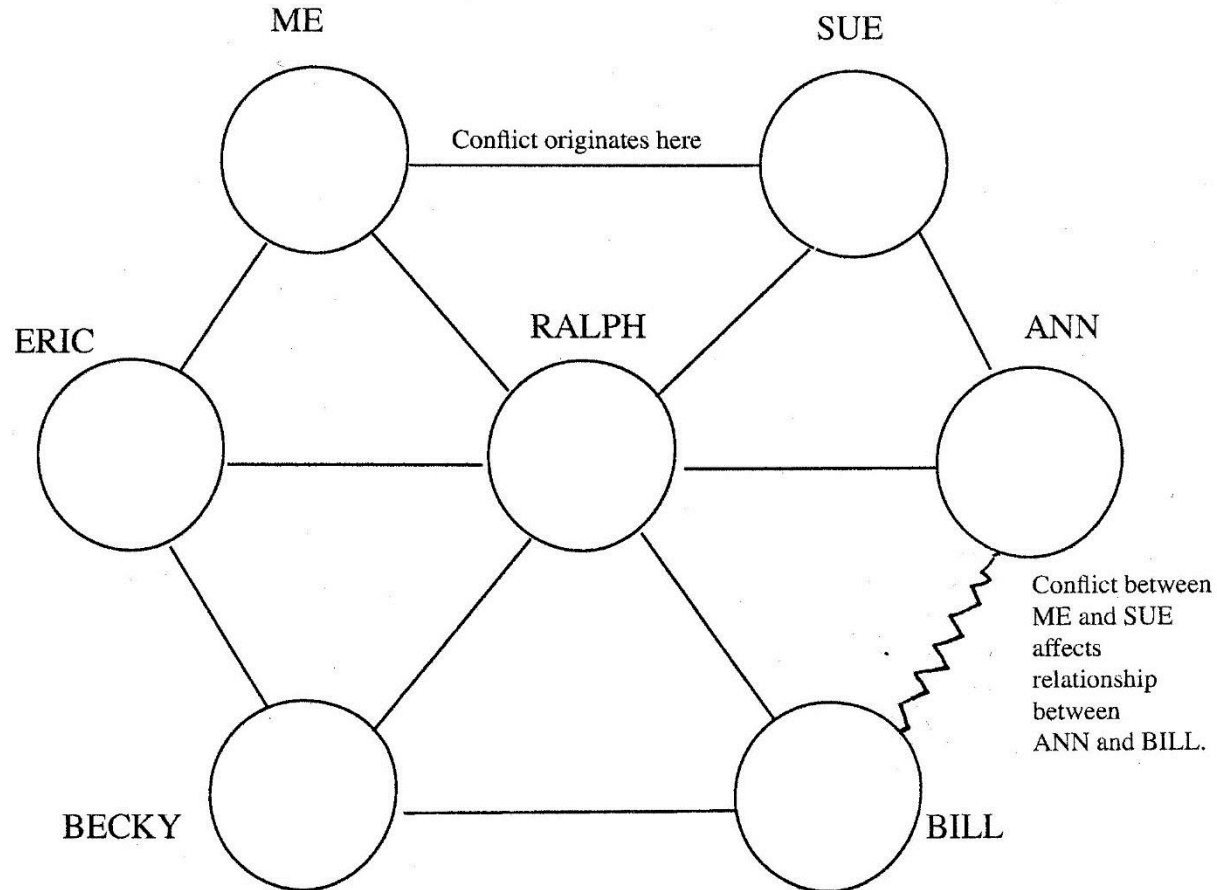
The Spiral of Conflict



Impact on People Outside of The Circle of Conflict



Bowen System – Theory of Triangulation



5 STEP MODEL FOR COLLABORATIVE PROBLEM SOLVING

1. Stop

2. Listen

3. Assert

4. Identify interests

5. Problem solve

Common Listening Blocks

Interrupting

Comparing

Mind-Reading

Rehearsing

Filtering

Judging

Dreaming

Identifying

Advising

Sparring

Being Right

Derailing

Placating

Shared History

Basic Listening Skills

- ATTEND** Create a “bubble of attention,”
a good environment for the speaker
- FOLLOW** Encourage speaker to continue:
nodding, “uh-huh,” open questions
- REFLECT** Paraphrase or restate the core of what
you’ve heard; check for accuracy

REFLECTING SENTENCE “STARTERS”

“You’re saying that...”

“For you, then...”

“As you see it...”

“So...”

“To you it seems...”

“In other words...”