

# FACILITATED SOLUTIONS

Mediators & Conflict Management Specialists

Prevent | Manage | Resolve

## Free Facilitation Fridays

### Session 1: *High Conflict People*

*David Falk - Sandy Koop Harder - Dave Dyck*

***Starting at 10:30 am***

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## Bill Eddy and Megan Hunter

### High Conflict Institute



5 Types of People Who Can Ruin Your Life  
\$15.95



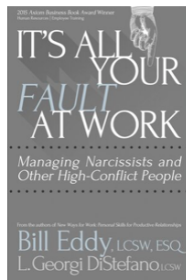
It's All Your Fault!  
\$28.95



BIFF: Quick Responses to High-Conflict People  
\$14.95

2

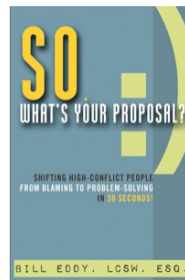
## highconflictinstitute.com



**It's All Your Fault at Work**  
\$19.95  
Workplace & business



**BIFF at Work**  
\$15.95  
Workplace & business



**So, What's Your Proposal**  
\$14.95  
Workplace & business, Law Courts



**New Ways for Work: Coaching Manual**  
from \$19.95  
Workplace & business, nwf

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## The Interaction Cycle



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## Four Behavioural Traits of “High Conflict” People (HCP)

- Blaming others
- Unmanaged emotions
- All-or-nothing thinking
- Extreme behaviors



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## Target of Blame

- Typically, HCPs focus on one person as the cause of all their problems. HCP tend to target intimidate others and/or people in authority.
- HCPs attempt to control, destroy, humiliate, eliminate...
- You can avoid becoming the target of blame
  - By staying at arms length
  - By not engaging in conflict with them
  - By not calling them out as being a HCP

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## Four “Forget-about-its”

Forget about:

1. Giving them insight into themselves
2. The past (resolving it, constructively discussing it)
3. Using emotional confrontation to get through to them, to be heard or to be taken seriously
4. Telling them that they are a High Conflict Person



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## Shift your Goals...

- From trying to resolve things from the past  
**To managing the present and the future.**
- From having them understand their impact on you  
**To limiting conflict behaviours and setting expectations for the future.**
- From trying to fix/change them  
**To caring for yourself, developing your own strategies, skills and capacity to stay grounded so that you can manage your interactions with them in an arms length, “matter of fact” mode.**

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**Connect****Analyze****Respond****Set limits****C.A.R.S.****Connect with E.A.R.  
Statements****Demonstrate:**

- Empathy
- Attention
- Respect



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**Connect****Analyze****Respond****Set limits****Analyze Options**

- Goal is to get the HCP thinking
- “What would you propose?”  
Flesh out the details (who, what, where, when)
- Limit of THREE responses to proposals:  
Yes – No – I need to think about it

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**Connect**

**Analyze**

**Respond**

**Set limits**

## **Respond to Hostility or Misinformation**

### **Be BIFF**

- **B**rief
- **I**nformative
- **F**riendly
- **F**irm

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**Connect**

**Analyze**

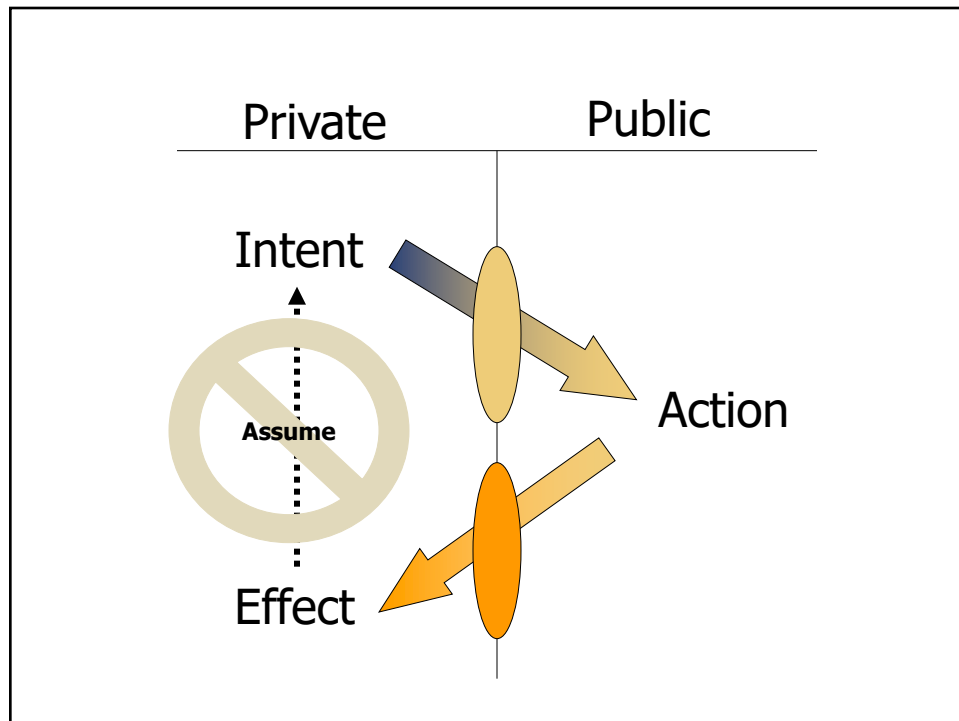
**Respond**

**Set limits**

## **Set Limits on Misbehaviour**

- Cite rules/policies
- Provide logical consequences if the rules are violated:
  - Be matter of fact (if... then)
  - Use personal power
  - Use the organization's power to set limits
  - Stick to an external reason for the limit such as the rule that "requires me to do/not to do something"

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## Standard Perspective Check Model

1. Get grounded & check in
2. Name the action non-judgmentally
3. Ask about their intent
4. Listen & convey understanding  
+ own your own contribution where possible
5. Describe effect on you, others, or on the operation  
"When you \_\_\_\_, I feel/get \_\_\_\_ because \_\_\_\_."
- // PAUSE // - Allow response & listen up again...
6. Explore Future Expectations

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## Perspective Check **Adapted for “HCP”**

1. Get grounded & Check In
2. Name the action non-judgmentally
3. Ask about their intent
4. Listen & convey understanding  
Empathy, Attention, Respect (EAR statements)
5. **Consider your options**  
Ask “What would you propose?”  
Ask questions to develop the proposal  
Respond with Yes, No or I need to think about it.  
Possible break (if you take a break, inform when you will follow-up)
6. Name future expectations/boundaries  
Brief, Informative, Friendly and Firm (BIFF)  
Avoid getting hooked by hostility or misinformation or into a debate

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## Feedback

1. Make the approach (pause)
2. Share your perspective
  - Name the event/action (pause)
  - Describe impact
3. Give space for response
4. Ensure expectations are understood
5. Offer support
6. Discuss next steps
7. Follow up

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## Feedback **Adjustments** for HCP

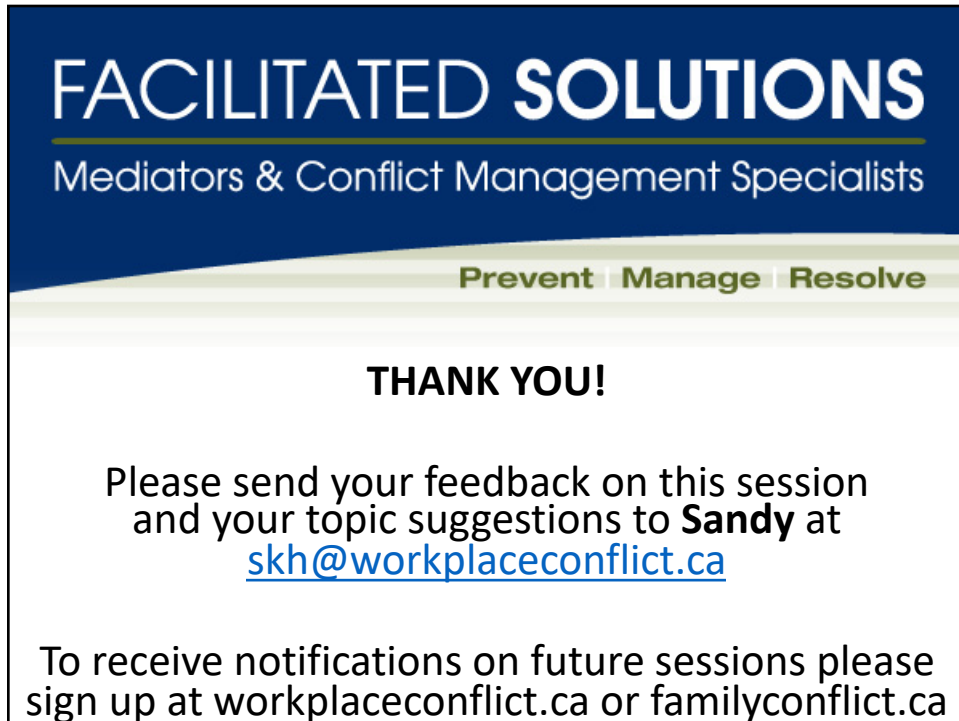
1. Make the approach (pause)
2. Name the event/action (pause)
3. Give space for response **Respond with EARS**  
Empathy, Attention, Respect Statements
4. **Explore options: Ask, “What do you propose?”**
5. Ensure expectations are understood
6. Offer support
7. Discuss next steps
8. Follow up

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## Be Clear on the Path Forward

- Discuss the Who, What, When, Where, How  
(*prepared by leader in advance*)
  - Timeline for achievement
  - How success will be measured
  - Benefits and/or consequences (If – then)
  - Any resources/support that may be provided
- Follow up with an email or other written correspondence re-capping the conversation using the spirit of BIFF  
Brief, Informative, Friendly, Firm

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**THANK YOU!**

Please send your feedback on this session  
and your topic suggestions to **Sandy** at  
[skh@workplaceconflict.ca](mailto:skh@workplaceconflict.ca)

To receive notifications on future sessions please  
sign up at [workplaceconflict.ca](http://workplaceconflict.ca) or [familyconflict.ca](http://familyconflict.ca)

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Thanks for joining us for our first  
**FREE FACILITATION FRIDAY**

Next Week April 24<sup>th</sup>:  
**Establishing Clarity in Uncertain Times**  
Applying Pat Lencioni's ideas at work and at home

Resources from today's session will be posted on our website  
[workplaceconflict.ca](http://workplaceconflict.ca)

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