

Module 4 – Part 1

Conflict Resolution and Emotional Intelligence

LA County Board Leadership Training



CREATE THE SPACE

**What's one word for how
you're coming in today?**

Chat in!

thoughtium

Meet your facilitators!

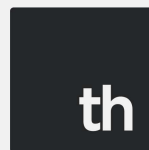


Jonathan Perez



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**We design and deliver
human-centered experiences
that inspire growth.**



**CREATE
THE SPACE**
thoughtium®

Our Journey Together

Purpose: Learn and practice applying key conflict resolution and emotional intelligence tools and frameworks.



Virtual

Tuesday, September 3rd
8:30am - 12:30pm

Today, we'll spend time
defining and understanding
conflict and foundational
emotional intelligence tools.

In Person

Thursday, September 5th
8:30am - 12:30pm

Thursday, we'll spend time
personalizing and applying
these concepts to real-life
leadership scenarios.

Our Time Today

- 1 The Roots and Types of Conflict
- 2 Conflict Management Styles
- 3 Emotional Intelligence

**You'll walk
away from
today with...**

Greater confidence in your ability to understand the source of conflict

Discover your common conflict management style and how to be adaptable

Practical tools to become more emotionally resilient in the face of stress

Getting the most out of today

- Have your student packet handy!
- Stay open and curious
- “Vegas Rules”
- **Have fun!**

Our Process



**Self
Reflection**



**Peer
Breakouts**



**Group
Discussion**

1

The Roots and Types of Conflict

2

3



Peer Breakout

 10 min

In pairs, discuss the following...

- What is conflict to you?
- What do you believe is the cause of conflict?
- How do you currently manage conflict?

Be prepared to share!

What are the signs of conflict?

This could be conflict that is potentially developing or already existing.

- Ineffective meetings
- Angry outbursts
- Slowed productivity
- High turnover
- Loss of confidence
- Anxiety and stress
- Repeated disagreements
- Poor communication
- **What else?**

Types of Conflict

1

Task Conflict

2

Relationship Conflict

3

Value Conflict



**Let's
Discuss!**

Which types of conflict do you most commonly experience? Why do you think that is?

The Roots of Conflict



Effects

What impact does this have on you, your team, the organization, other stakeholders, etc.?

Core Problem

What is the conflict itself?

Causes

What are the root causes of this conflict?



Peer Breakout

🕒 12 min

In pairs, let's practice...

- Identify a current area where you're experiencing tension or conflict
- Break down each section of the tree
- Effects, Core problem, Root cause

Be prepared to share!



Key Takeaway

**You can't manage what you
don't understand.**

**Defining and understanding
conflict is the first step
towards resolving it.**



15:00

1

Conflict Management Styles

2

3

Conflict Management Styles

Packet
Page 8

1

Competing

Pursuing your own concerns at the other person's expense

2

Collaborating

Working with the other person to find a solution that satisfies both

3

Compromising

Finding a mutually acceptable solution that partially satisfies both

4

Avoiding

Not addressing either party's concerns or the conflict altogether

5

Accommodating

Neglecting one's own concerns to satisfy the concerns of the other person

Self Reflection

n

🕒 5 min



Take a few minutes to...

- Identify which is your most and least used style
- Write down a few examples of how this style shows up for you

Be prepared to share!



**Let's
Discuss!**

How do these styles show up for you?

What is the impact your style has on you & others?



Peer Breakout

🕒 15 min

In small groups, discuss the following...

- Identify and share which pitfalls you are most prone to
- What are some strategies you can implement to avoid falling into those pitfalls?
- How can you support your team to help them avoid these common pitfalls?

Be prepared to share!



**Let's
Discuss!**

**What are some potential
pitfalls of each conflict
management style?**

1

2

3

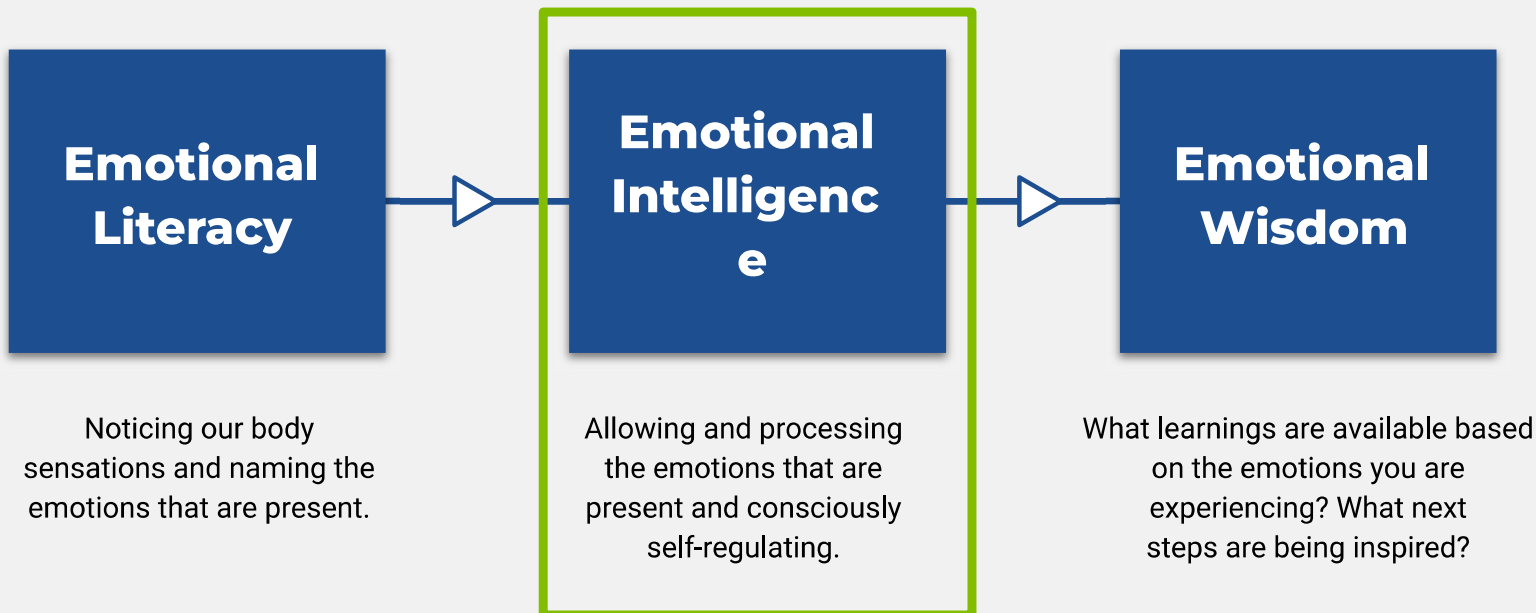
Emotional Intelligence



**Let's
Discuss!**

**What is emotional
intelligence to you?**

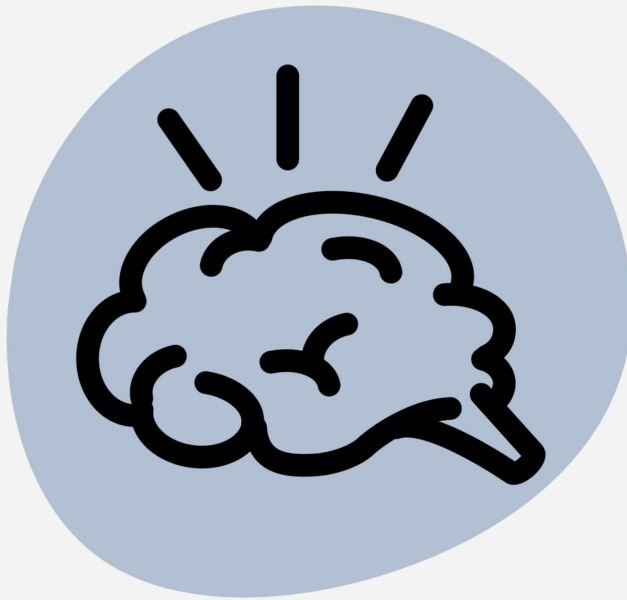
The Emotional Mastery Continuum





A line drawing of a human brain in a sagittal (side) view. The brain is shown with its characteristic folds and grooves. A small, red, almond-shaped structure is highlighted in the center of the brain, representing the amygdala. A dashed line connects this red structure to the word 'Amygdala' written in bold black text.

Amygdala



Thinking



Feeling

Self Reflection

n

🕒 5 min



Take a few moments to reflect on the following...

- What are your most common stress triggers?
- What do you notice in your body when you're experiencing stress?
- What do you currently do to manage the emotions?

Be prepared to share!



Peer Breakout

🕒 15 min

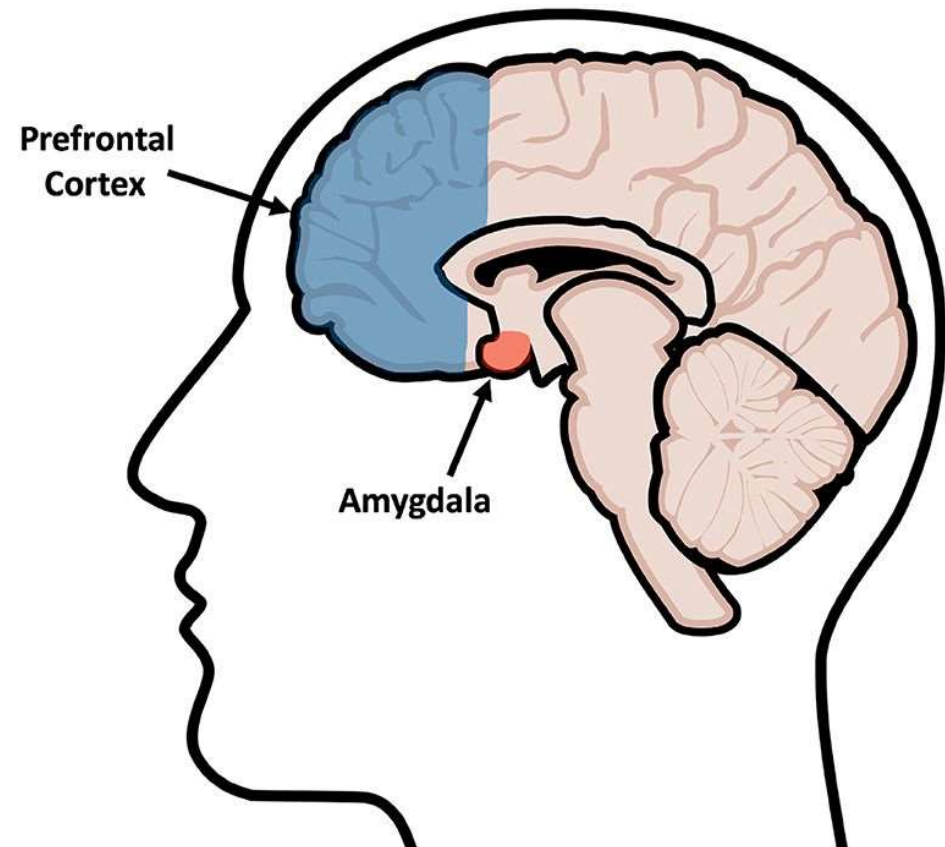
In small groups, discuss the following...

- Share your most common stress triggers — how do you know when you're feeling stressed?
- What are some regulation strategies you've successfully implemented to manage your stress?
- How can you better show up in times of stress to better manage conflict?

Be prepared to share!

Overcoming our Stress Response

We must consciously
bring the prefrontal
cortex back online.





15:00

Tool for developing Emotional Intelligence...



The science and power of your breath

Deep breathing is a signal to your body that it can relax, slowing down the stress response.



Tool: The Power of Your Breath

- 01 Observe**
- 02 Acknowledge**
- 03 Breathe**
- 04 Respond**

How can increased emotional intelligence translate to better leadership?

Enhanced collaboration and trust

Increased employee morale, satisfaction and well-being

Personalized people development

Enhanced decision-making

**We have
the ability
to rewire
our brains.**



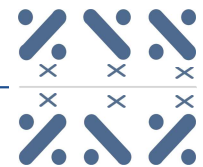
Neuroplasticity & Resilience



New thoughts and
skills carve out
new pathways.



Repetition and
practice strengthens
these pathways to
form new habits.



Old pathways
weaken over time,
making room for
new pathways.

Practice assignment for the next 24 hours...

Emotional Intelligence in Action



- Witness your emotional reactions without judgment
- Use the power of your breath to practice responding and not reacting
- Track your stress triggers to grow your self-awareness



Next Steps & Close

Self Reflection

n

⌚ 8 min



Take a few moments to reflect on the following...

- What are you taking away from today?
- What is one thing you can commit to post-session to be a more adaptive leader?

Be prepared to share!

Next Steps

- ✓ Put individual commitments into action
- ✓ Attend our live workshop on Thursday!