

REFRESH & REFLECT



Handle Conflict to Build Resilience

10 mins






What connects handling conflict with Resilience?

Handling conflict and resilience are closely connected. When we effectively manage conflict, we build our confidence and our capabilities to deal with conflict effectively in the future.

The skills and attributes that contribute to effective conflict handling - such as emotional regulation, collaboration and adaptability - are essential elements of resilience.



Strengthening these areas can help us view conflict situations with a positive mindset to achieve positive outcomes.

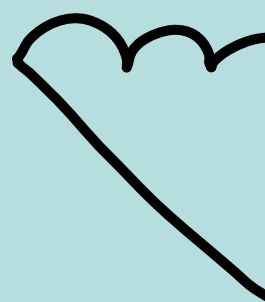
Like all interactions, our primary goal is to create, nurture and maintain healthy relationships in whatever context.





Conflict and our brain.

Conflict may be present in your life right now, whether at work, at home or in your social circle. But what happens in our brain when we find ourselves in conflict?

Amygdala Activation

- The amygdala, a region of the brain involved in processing emotions, especially fear and anger, is often activated during conflict.
 - This activation triggers the "fight or flight" response, preparing the body to confront or avoid the threat. We may defend ourselves, attack or disengage and walk away.
 - The Amygdala, when activated, bypasses our executive brain which is designed for rational thinking, problem solving and creativity. There is no time to question, explore and understand what is going on as this response is designed to keep us out of harms way.
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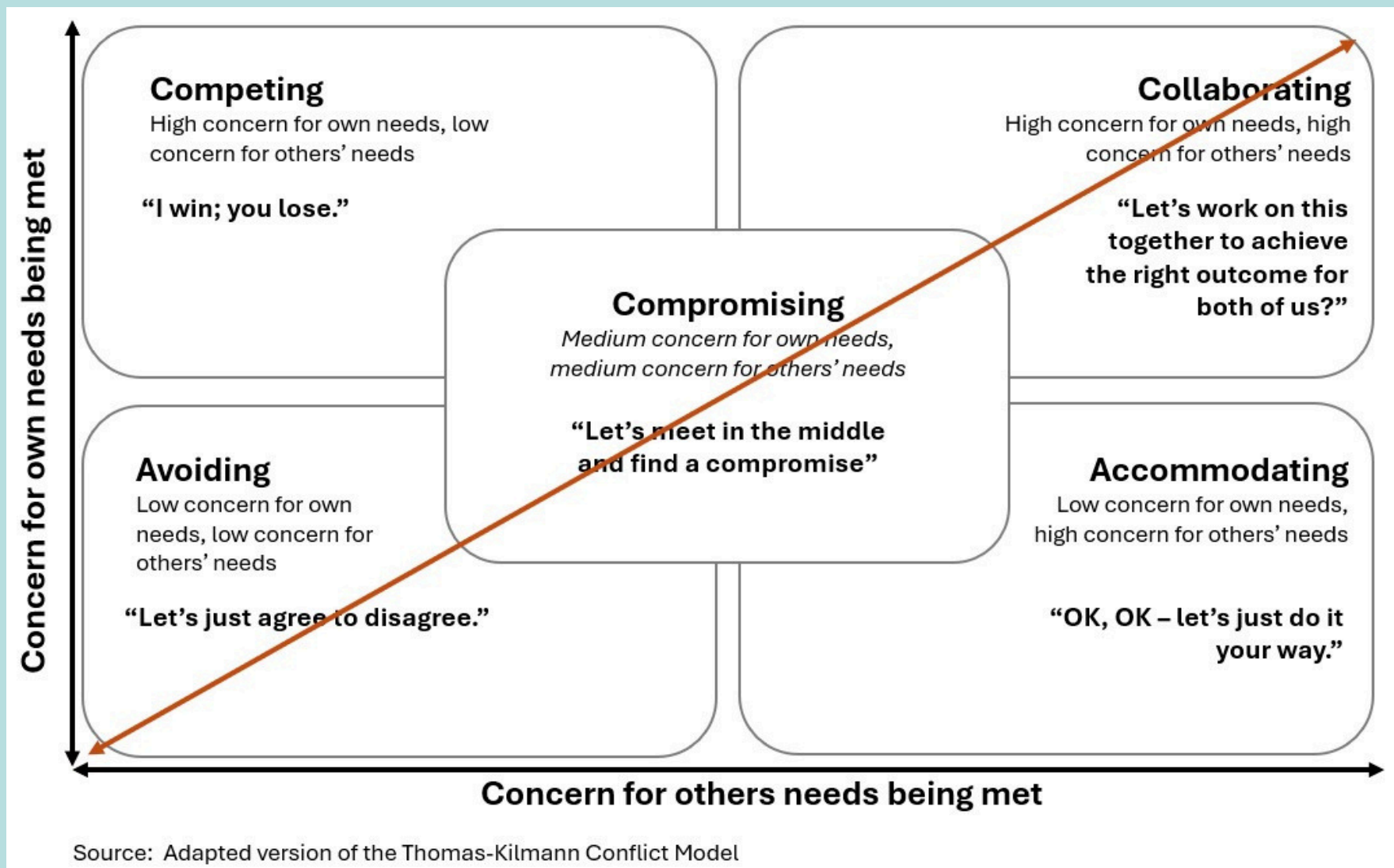


Reflect on a recent conflict.
How did you handle it and what
was the outcome?

Conflict Defined

In order to understand conflict fully and the different approaches to it, let's first define what conflict looks like.

Here we see how conflict approaches differ based on how deeply we care about our own needs being met as well as the needs of others.



The diagonal orange arrow represents the point at which both parties' needs are met equally. While "Avoiding" may not be the best outcome, it does mean that neither party has the "upper hand".

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Using the model above and your reflection on the previous page, where would you have placed yourself and the other person at the time?

Emotional Regulation

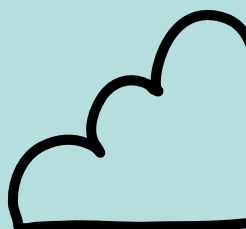


Emotional regulation is the ability to manage and respond to emotions in a constructive way. It involves recognising our emotions as they arise, understanding their impact, and choosing how to express them appropriately.

Effective emotional regulation helps us to navigate conflicts without escalating tension or damaging relationships. Emotions such as anger, frustration, or anxiety can quickly take over, leading to impulsive reactions, miscommunication, and unproductive outcomes.

On the other hand, when we regulate our emotions we can remain calm, listen actively, and respond thoughtfully, increasing the likelihood of a positive resolution.

During your conflict situation,
what emotions did you
experience?






Emotional Regulation Strategies



Here are a few strategies for emotional regulation:

- **Self-awareness:** Recognising our emotional triggers and patterns.
- **Mindfulness & Pause:** Taking a moment to breathe before reacting.
- **Empathy & Perspective-Taking:** Considering the other person's feelings and viewpoint.
- **Assertive Communication:** Expressing emotions clearly and respectfully rather than aggressively or passively.
- **Problem-Solving Focus:** Shifting from blame to finding solutions.




Would any of the above Emotional Regulation Strategies have improved the outcome of your Conflict? If so, which one and how?

With Awareness, Comes Adaptability



Being flexible and adaptable allows allows us to navigate conflict with a problem-solving mindset rather than becoming stuck in rigid thinking or emotional reactions.

These qualities are essential for resilience, as they enable us to adjust to challenges, maintain our composure, and find constructive solutions rather than being overwhelmed by stress or frustration.



What was the most important lesson you learned from your Conflict situation and what would you do differently next time?

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