



# The Path of Escalating Conflict

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## Reflection

Identify a recent situation in which you reacted. Describe the events leading up to your reaction ...

*Where did it take place?*

*What did you say and do?*

*What did the other person say and do?*

*What were your interpretations and/or assumptions?*

*Why did you react the way you did?*

*Was your reaction appropriate? Why or why not?*

## Three conflict situations:

1. You are defensive - the instigator. You feel threatened and must act upon that threat to survive. You are in a reactive state.
2. You are defending yourself. Someone else is threatened, by your actions or by another's, and they are attacking you. You have the opportunity to take control of the situation.
3. You are observing others. This is the best - you are objective, not as emotionally engaged.

**Your goal is to get yourself out of the emotional struggle and into a state of awareness.**

*How will you accomplish this?*





## RADAR Conflict Resolution

**R**elease preconceived notions about the person, the situation, the reason for conflict, what they will say, what they thought.

**A**ttitude check. Are you going into the conversation defensive? Apologetic? Ready to blame others? Arrogant?

**D**isgnose the root cause of the conflict. It's usually not what it appears to be. What are you afraid of or what is being threatened? How about the other person?

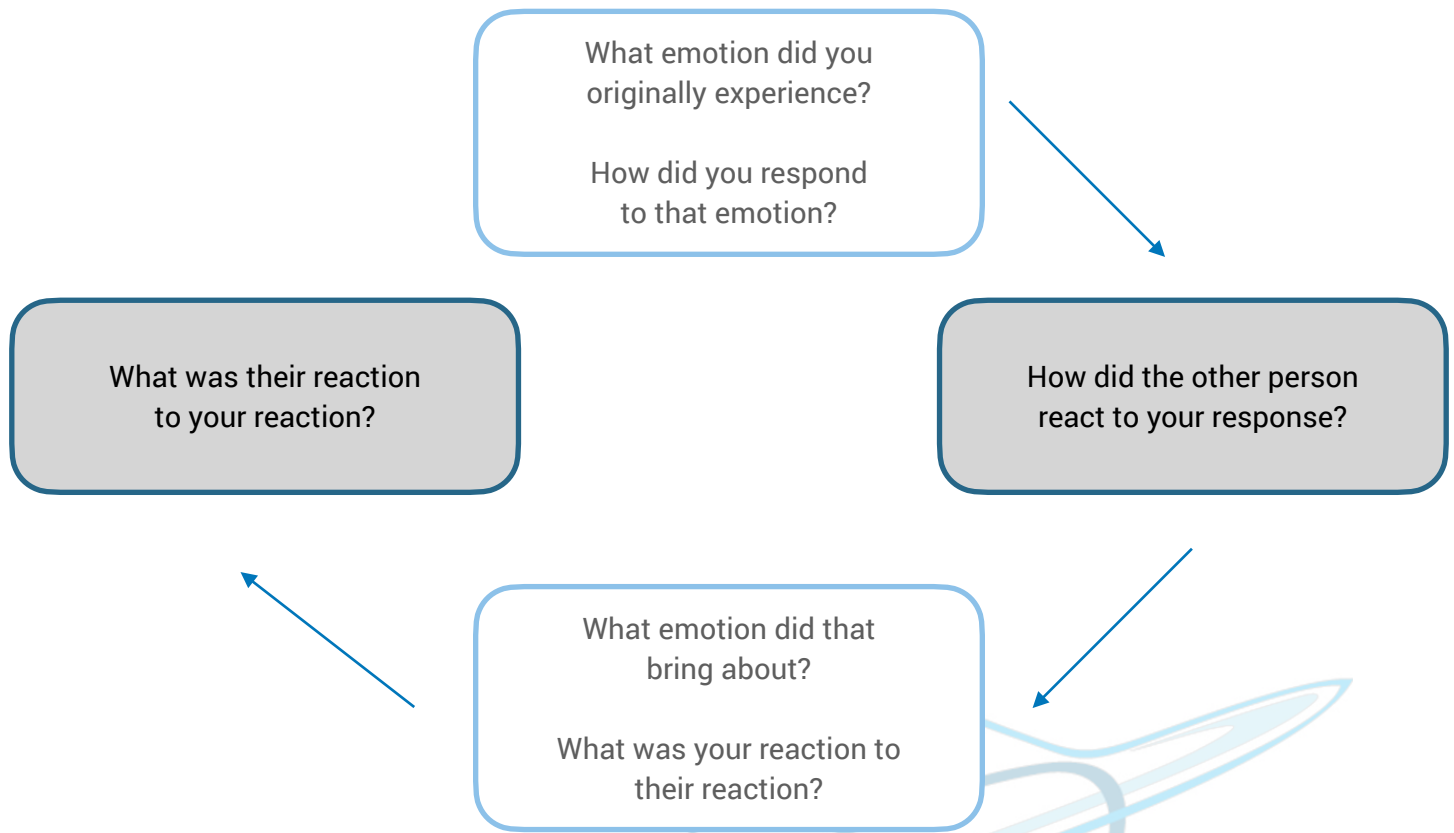
**A**ssess and analyze alternatives. What emotional state are they in? How can you quell their emotions? What questions can you ask? What emotional state are you in? Are you prepared to continue this without reservations?

**R**espond in the most appropriate manner. Will it be with empathy? Compassion? Firmness? Do you put off the discussion on resolving the non-emotional conflict? Should the conversation be tabled for the present time?

*React and the situation manages you  
Respond and you are in control*

- Dr. Shari L. Frisinger

## Identify the Triggering Event



What emotion did you initially experience?  
How did you respond to that emotion?

How did the other person react to your response?

What emotion did that bring about?  
was your reaction to their reaction?

What was their reaction to your reaction?

**You feel and experience your emotions, and you choose the emotions you show.**

About the Researcher

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