

# Conflict Communication Toolbox

10<sup>+</sup> piece set



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# Conflict Attitudes

A=Agree, B=Disagree

1. If people communicated more there would be a lot less conflict.
2. I try not to show I am upset when working with others.
3. I like a good healthy verbal fight.

# People View the Goal of Communication Differently

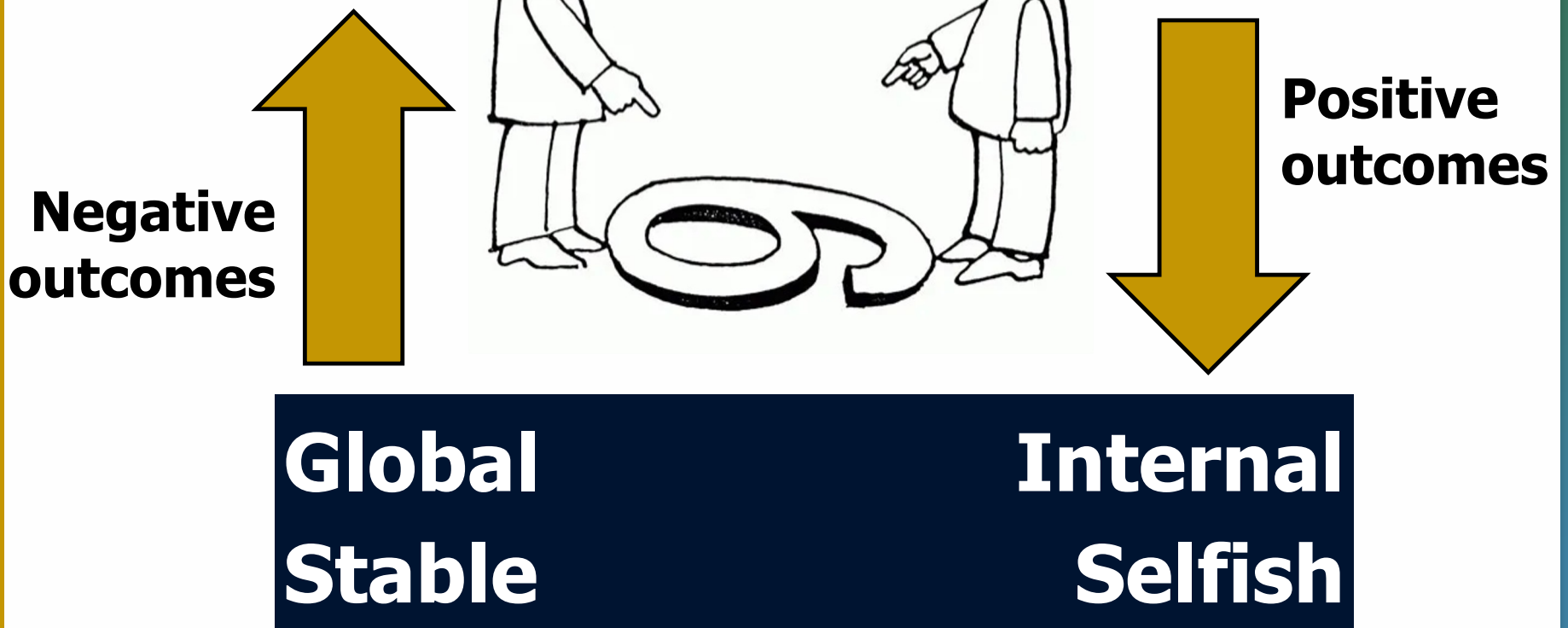
- ◆ Expressive
- ◆ Conventional
- ◆ Rhetorical



# Would you rather be right or happy?

- A. Right
- B. Happy
- C. Don't ask me to choose





# A Few Tools



Think about a time  
when you had a **less  
than productive**  
discussion with  
someone when trying  
to get something  
done

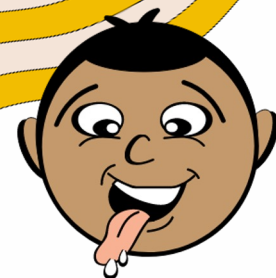


HOW ARE YOU

FEELING TODAY?



angry



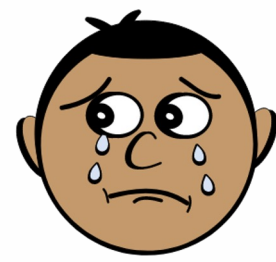
hungry



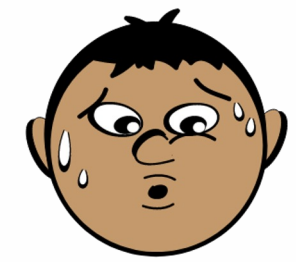
happy



confused



sad



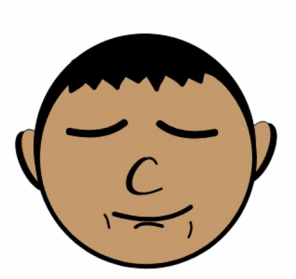
nervous



sick



surprised



tired



# Choose Best Time

Are you going to  
feed me??



# Focus on Here & Now



# Look Ahead





**People are Icebergs**



**Be  
Curious**

# Which is worse?

- A. Someone thinks poorly of you.
- B. Someone giving you no choice and tells you that you have to follow their rules and not yours.
- C. Both equally

# Face Threats

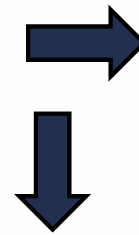


# Damage Your Face

DO  
This!



NOT  
This!





A close-up photograph of a monkey's face. The monkey is looking into a circular mirror held up to its face. The reflection in the mirror shows the monkey's face, but with a more human-like, slightly distorted expression. The background is a soft, out-of-focus green.

**Use Positive  
Altercasting**



# Adore, Don't Assassinate Character



# Recognize Emotional Contagion





**Breathe**  
(not like this)



**Breathe**  
(like this)



**Breathe**  
(like this)

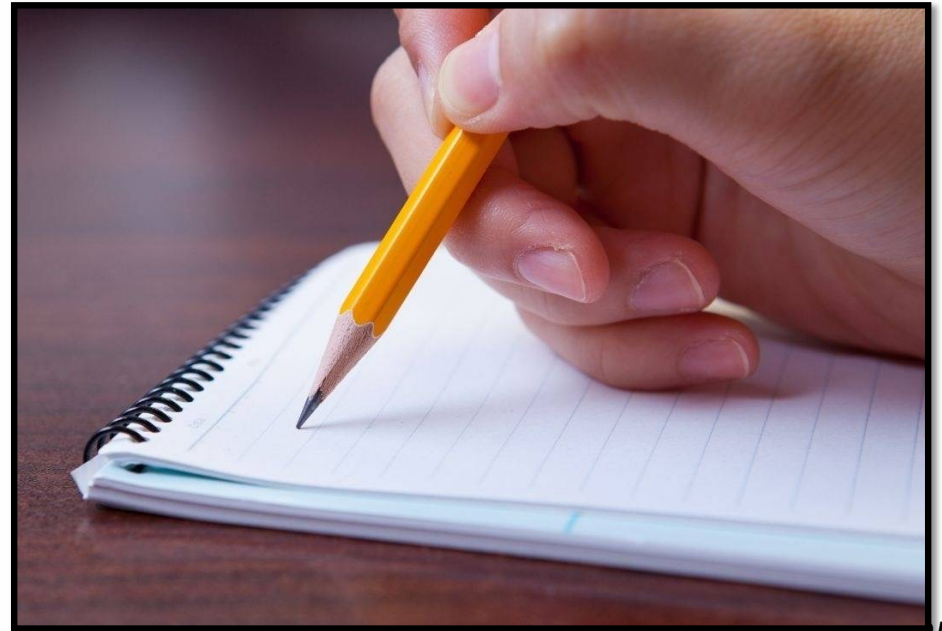
# Attend to Destructive Patterns





**(dis)Interrupt Strategically**







**Make a Sandwich**

# Conflict Communication Toolbox

10+ piece set



## What's Included:

1. Choose best time
2. Focus on here & now
3. Look ahead
4. Be curious
5. Damage your face
6. Use positive altercasting
7. Adore
8. Recognize emotional contagion
9. Breathe
10. Attend to destructive patterns

Bonus:  
Interrupt strategically  
Make a sandwich