



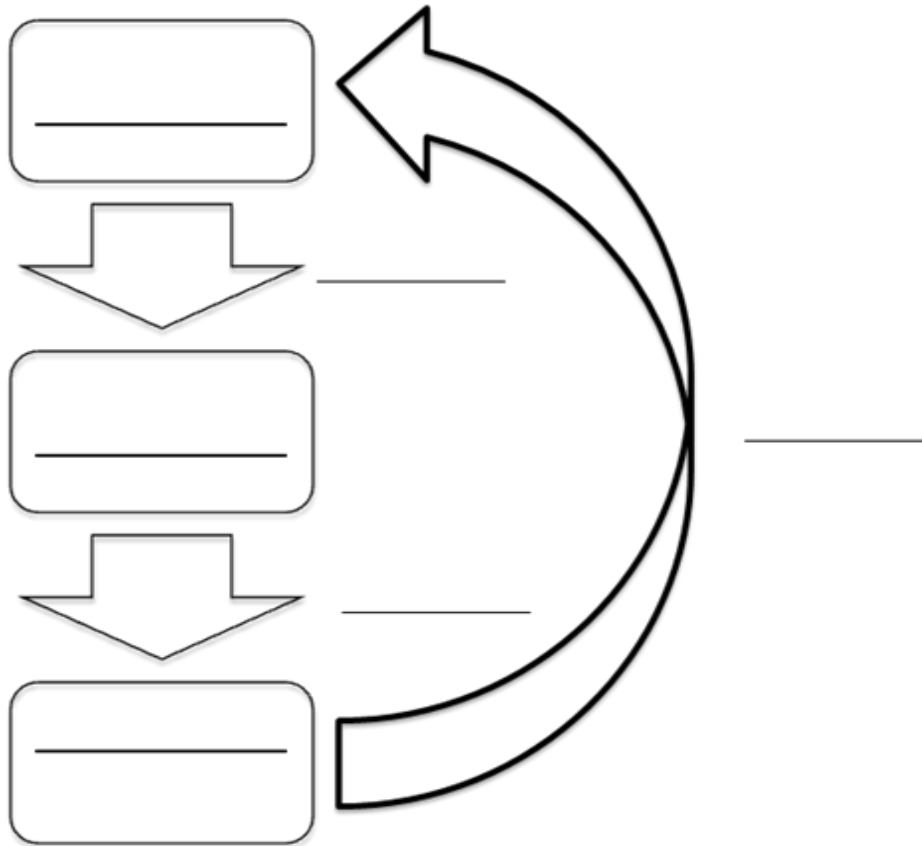
MAXIMUMadvantage
Understand. Communicate. Motivate. Persuade

“Conflict Resolution for Everyone”

PAUL ENDRESS
Maximum Advantage

www.maximumadvantage.com
1-800-788-2068

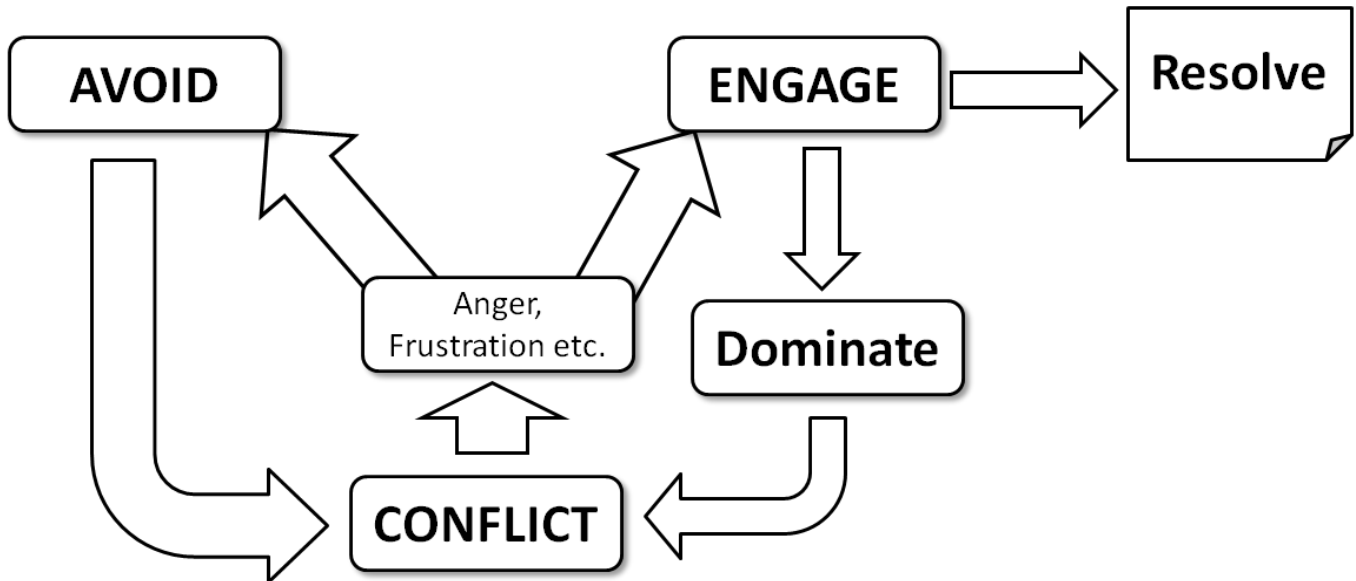
The Communication Cycle



Five Empowering Beliefs

1. The resolution of the communication is your responsibility!
2. Everyone makes the best choice available to them at the time.
3. Behind every behavior is a positive intention.
4. There is no failure, only feedback.
5. The person with the most flexibility has the best chance of succeeding.

The Path of Conflict



Three Causes of Conflict

1. Mismatched Values Hierarchies

Values are certainty about what is important.

- Developed early in life and resistant to change.
- Usually accumulated, not decided upon.
- Cannot be proved correct or incorrect, valid or invalid, right or wrong.
- Organized into a prioritized “values hierarchy.”
- Ex: It is important to tell the truth.

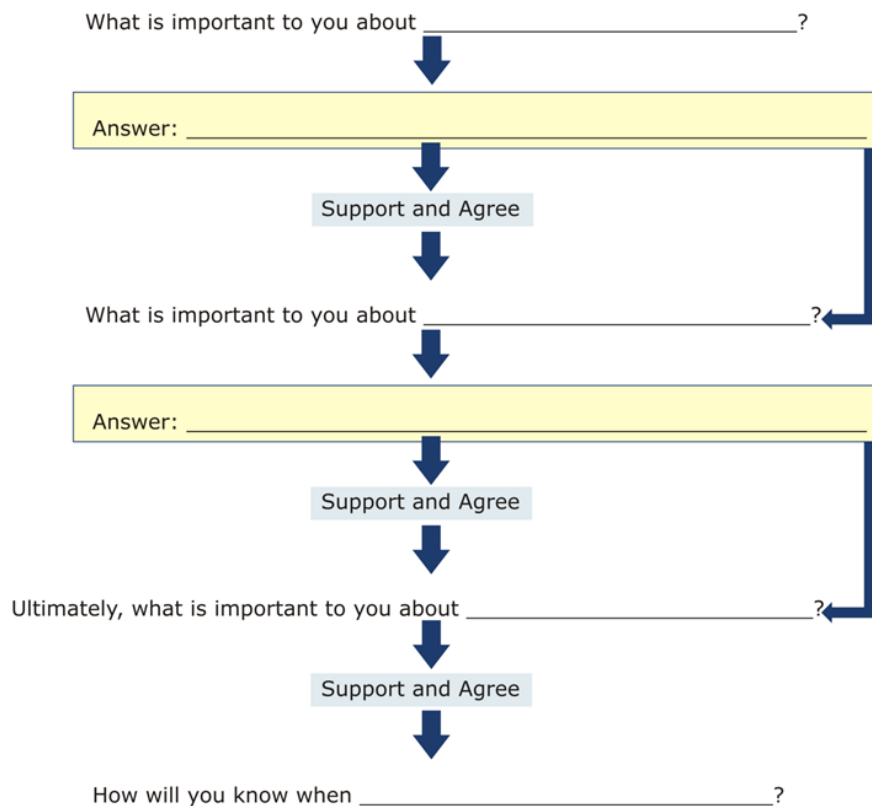
RESOLVING VALUES CONFLICT

Understand Your
Values Hierarchy

Understand Their
Values Hierarchy

Find A Greater
Common Value

DISCOVERING VALUES



2. Attributing Bad Motives

EVENT: You get passed over for a promotion.

POSSIBLE MOTIVES:

- “She is out to get me.”
- “They don’t like me.”
- “He never pays attention to us.”

ASK:

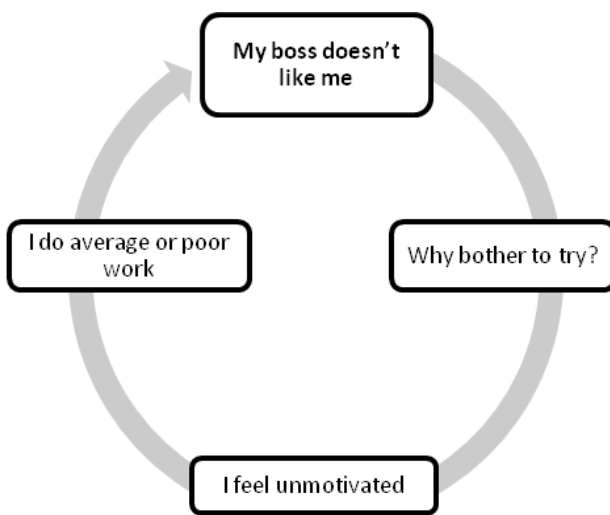
“What else could this mean?”

3. Different Perspectives

Use active listening and questioning techniques.

Belief Cycles

Because of our beliefs, we take actions. In turn these actions prove the belief.



How to break a cycle:

- A belief is a decision. Change your decision.
- Change the actions that you are doing based upon your belief.
- Search for and find evidence to support your new belief.

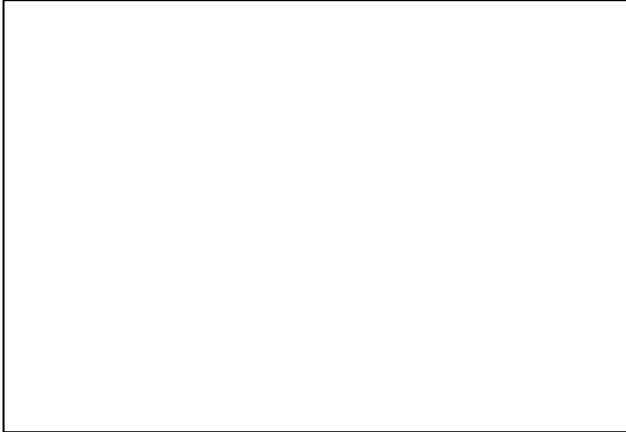
Belief check

Identify someone you do not relate to as well as you would like...

What do you believe to be true about them?

What kind of cycle does this create?

Draw it in the box to the right. ⇨



Identify someone you relate to very well...

What do you believe to be true about them?

What kind of cycle does this create?

Draw it in the box to the right. ⇨



Adopt this same empowering belief about the person you do not relate to well...

- Imagine having an interaction operating from that belief.
- What will be different?

Final Thoughts

1. You cannot “fix other people.
2. There will always be difficult people.
3. YOU are someone’s difficult person.
4. No one can control how you feel.

Notes from Q&A