

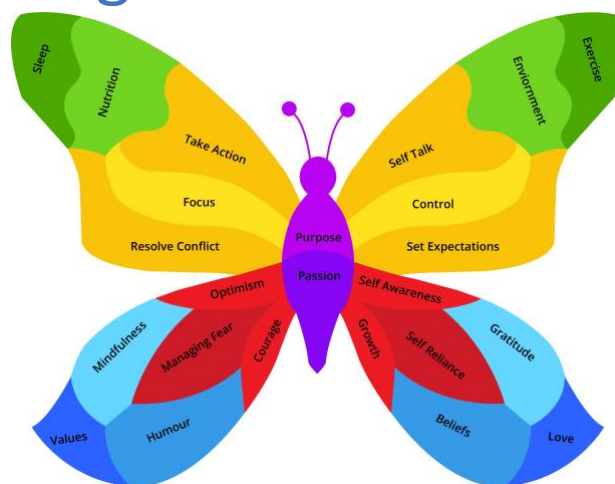


**Emotional
Intelligence**
By Transilient Coaching

Building a Resilient Mindset One Day at a Time



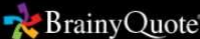
Module Three Cognitive Resilience



Managing Conflict Workbook

**Peace is not absence of conflict, it
is the ability to handle conflict by
peaceful means.**

Ronald Reagan



Describe a situation that is a source of conflict in your life.

How do you see the situation?

Can you imagine/ think about how the other party might see the situation?

If you could empathize with the other party, even if you don't agree with them, what might you say?

What might a win/win look like in this situation – if both parties were to give some ground for a positive outcome?

What other solutions might there be?

Is there anyone you can discuss this with to get another perspective or some ideas for other solutions?

How can you approach the other party in a constructive way, to get a positive outcome?

Exercise 2 – If you need to have a difficult conversation with someone. Think about the person, think about them in a positive light. What good points to they have?

How has this situation arisen?

What do you need to say to them?

Using the BOFF model, plan out what you are going to say.

Describe the **B**ehavior

Describe the **O**utcome of that behavior

Describe the how you **F**eel about it all.

Describe the behavior you want to see in the Future

Finish off by asking the question

“Is that something you can do?”

1. Take time to prepare for the conversation. When you start make sure you get through the whole BOFF section and asking the final question. If you do get distracted, keep coming back to your BOFF model so that you get to say everything you want and need to. Then allow the other person to speak.
2. Be kind and compassionate. How would you like to be on the receiving end of the conversation – how would you like the other party to be to you? Try to breathe evenly, not to get emotional and stay focused on the conversations. Try not to get diverted to other conversations.
3. Decide on when you will have the conversation.
Speak to the person, tell them you are inviting them for a conversation about X
Send a calendar invite, if appropriate.
Arrive on time and stick to the agenda.

