



OUT & EQUAL
WORKPLACE ADVOCATES

**DIVERSITY
EQUITY
INCLUSION
BELONGING**



Practitioners for Change Virtual Learning Series

Practitioner Well-Being:
The 5 Styles of Conflict Management

June 2, 2022

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Your Facilitator: Zander Keig, LCSW

- 55yo married transsexual man
 - 20th anniversary in August!
- 1st Generation American of Mexican Heritage (Latino)
- Service-Connected Disabled US Coast Guard Veteran
 - Transgender American Veterans Association Board Member
- FL Licensed Clinical Social Worker
 - 2020 NASW National Social Worker of the Year
 - 2018 NASW California Social Worker of the Year
- WPATH Certified Member, Ethics Committee Member
- WPATH GEI Certification Faculty Member & Mentor



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Practitioner Well-Being Series

Five webinar sessions focused on:

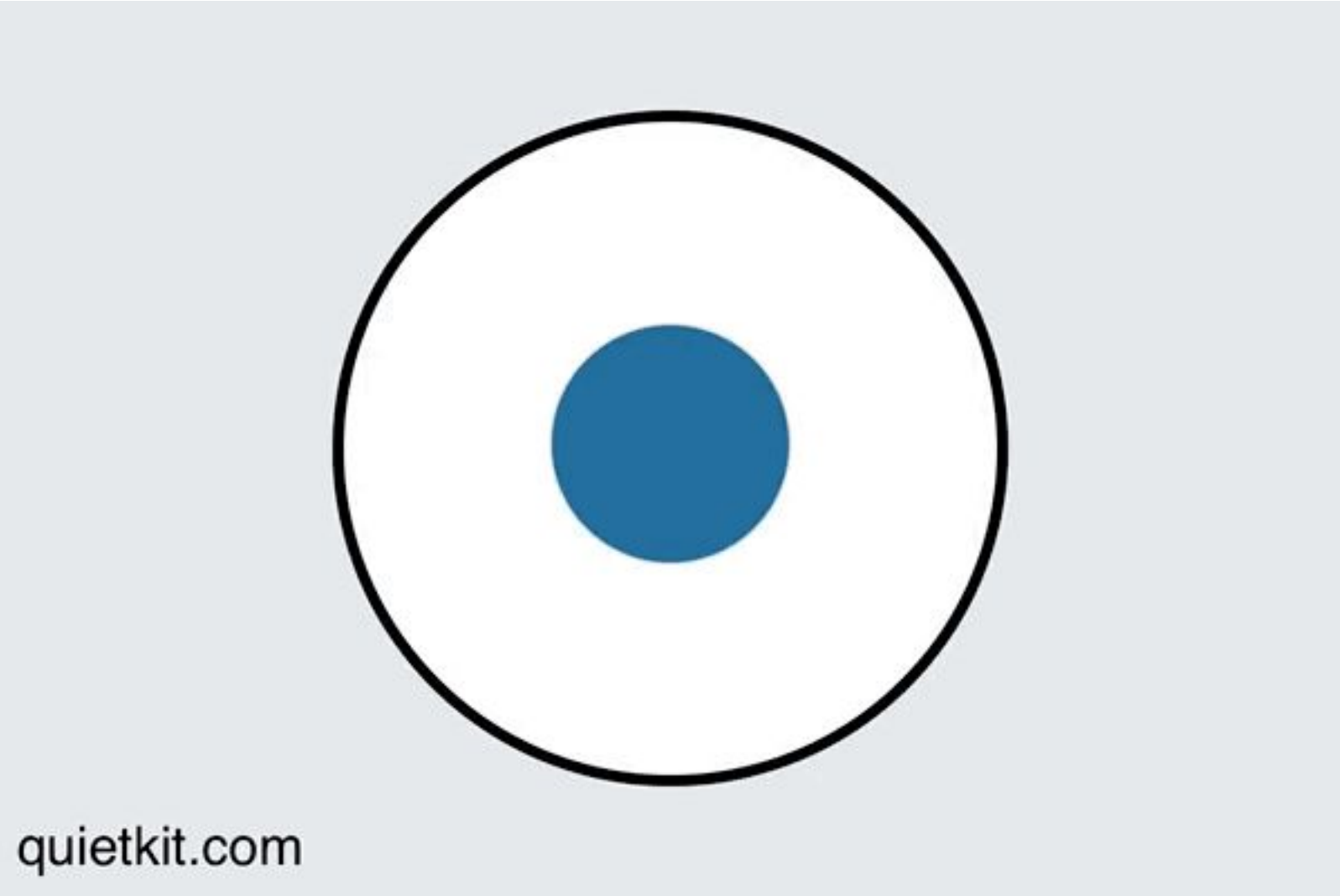
The Trauma-Informed Workplace

Strengthening Emotional Intelligence

Cultivating Mental Fitness

The 5 Styles of Conflict Management

Navigating Uncertainty & How to Avoid Burnout



Conflict Management

What is Conflict?

“A struggle and a clash of interest, opinion, values or even principles.”

What is Conflict Management?

“The process of limiting the *negative* aspects of conflict while increasing the *positive* aspects of conflict.”

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The 5 Conflict Management Styles

Choose your style depending on the conflict
(and your partner)



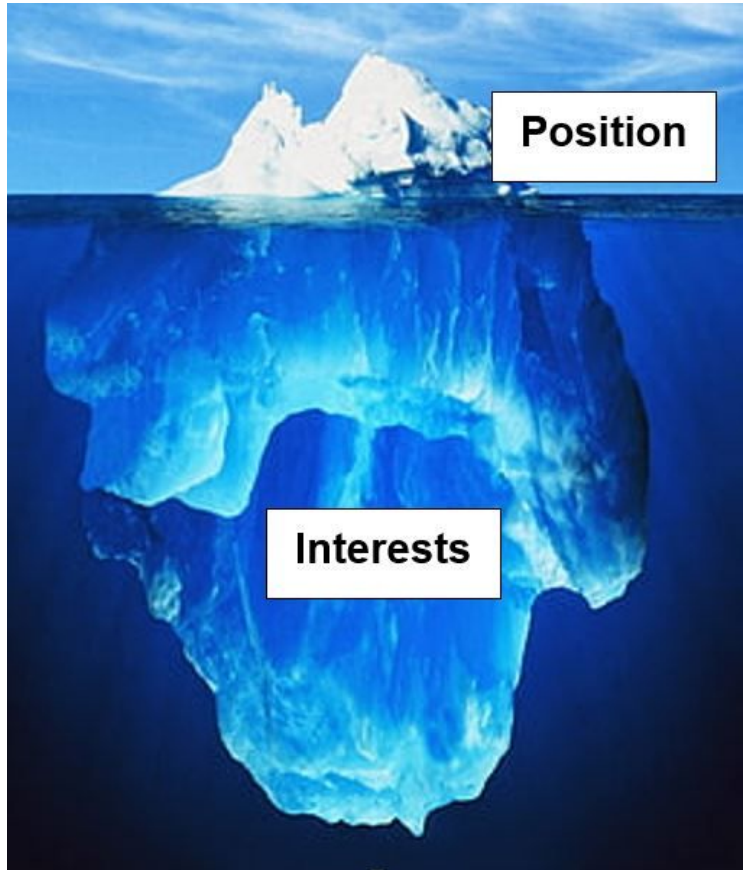
- Avoidance
- Accomodation
- Competition
- Compromise
- Collaboration

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Determining Your Style



Understanding and Responding to Other People's Styles



Focus on Interests (Needs),
Not Positions (Wants)

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Discussion Agreements

- **RESPECT** another person's right to have opinions and thoughts that are different from yours.
- Take **RESPONSIBILITY** for your own learning.
- Be **OPEN** to considering alternative thoughts, ideas, opinions and behaviors.
- Have an active **PARTICIPATION** level in the program discussions.
- Really **LISTEN** to what others say; listening is more than just hearing others.
- ASK **QUESTIONS** that will lead you to greater awareness!
- Have a high **SENSITIVITY** level to the feelings of others.
- Keep the highest level of **CONFIDENTIALITY** with private information of others.



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Group Discussions: Library Window



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A graphic consisting of two overlapping circles. The left circle is solid yellow and contains the text 'DIVERSITY EQUITY INCLUSION BELONGING' in white, stacked vertically. The right circle is partially obscured and features a pattern of diagonal orange and black stripes.

Wrap-Up

- Feedback
 - How was this experience for you?
- Self Care
 - Practice Gratitude
- Next Webinar Topic
 - Navigating Uncertainty & How to Avoid Burnout – June 16

Share Your Feedback!



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Thank You!

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