



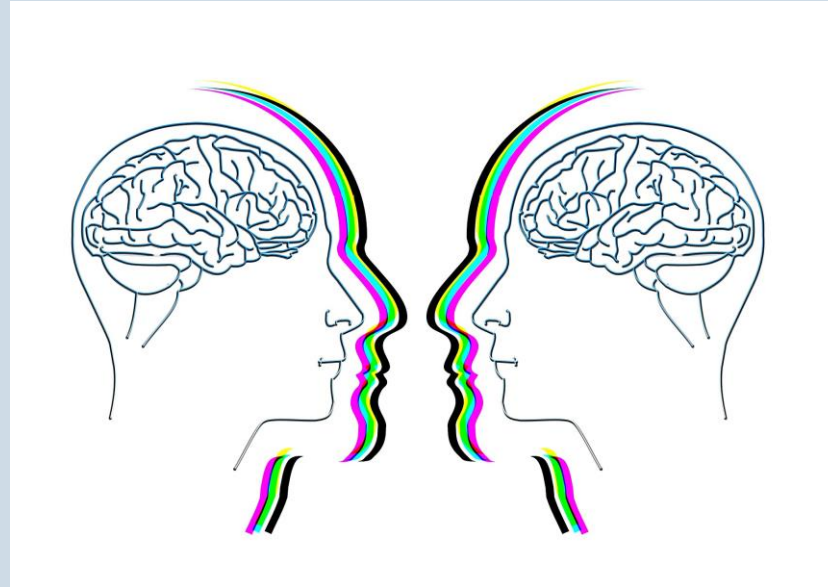
EXPRESS YOURSELF:  
*WAIT! NOT LIKE THAT!*

# Think, Pair, Share:

## When you think about engaging in conflict...

- What is your physical reaction to it?
- What were you taught explicitly or implicitly about what is right and wrong?

# Conflict



- “Expression of dissatisfaction or disagreement with an interaction, process, product, or service” (Costantino & Merchant, 1996, p. 4)
- “Divergence of interest or belief that the parties’ current aspirations cannot be achieved simultaneously” (Rubin, Pruitt, & Kim, 1994, p. 5)

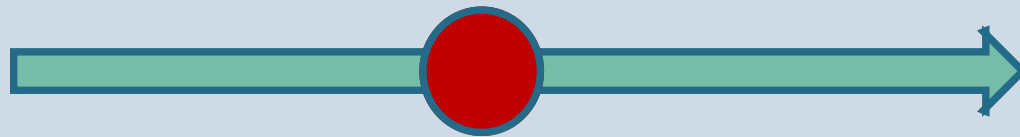
Step to the side if you...

*“Say what you mean and mean what you say.”*

-US proverb

*“Nothing done with intelligence is  
done without speech.”*

-Greek proverb



## Direct Conflict Style Patterns

Meaning is explicitly in the verbal message: “Say what you mean”

Precise, explicit language

Prefer to talk face to face

Speaking your mind: “I think that...”

Stating the difference of opinion: “I disagree with you”

Persuasion through reasoned argument

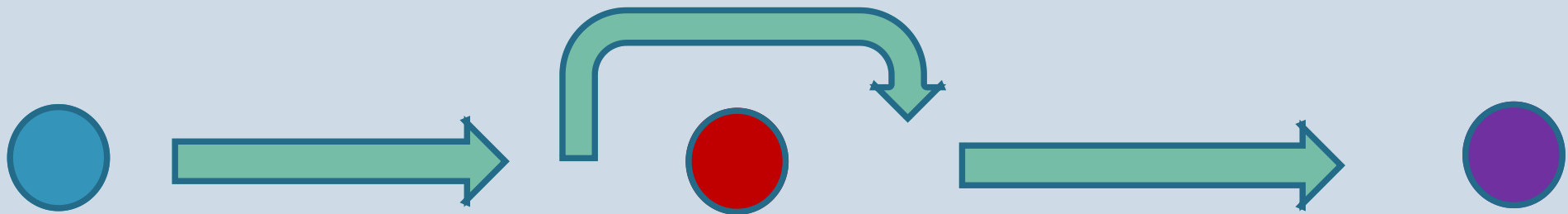
Focus is on the topic and the disagreement

*“It is good to know the truth, but it is better to speak of palm trees.”*

-Arab proverb

*“Hear one and understand ten.”*

-Japanese proverb



## Indirect Conflict Style Patterns

Meaning is “outside” the verbal message: nonverbal, metaphors, analogies

Ambiguity and vagueness of words and phrases

Reliance on third parties for resolution of disagreements

Reserved in voicing goals

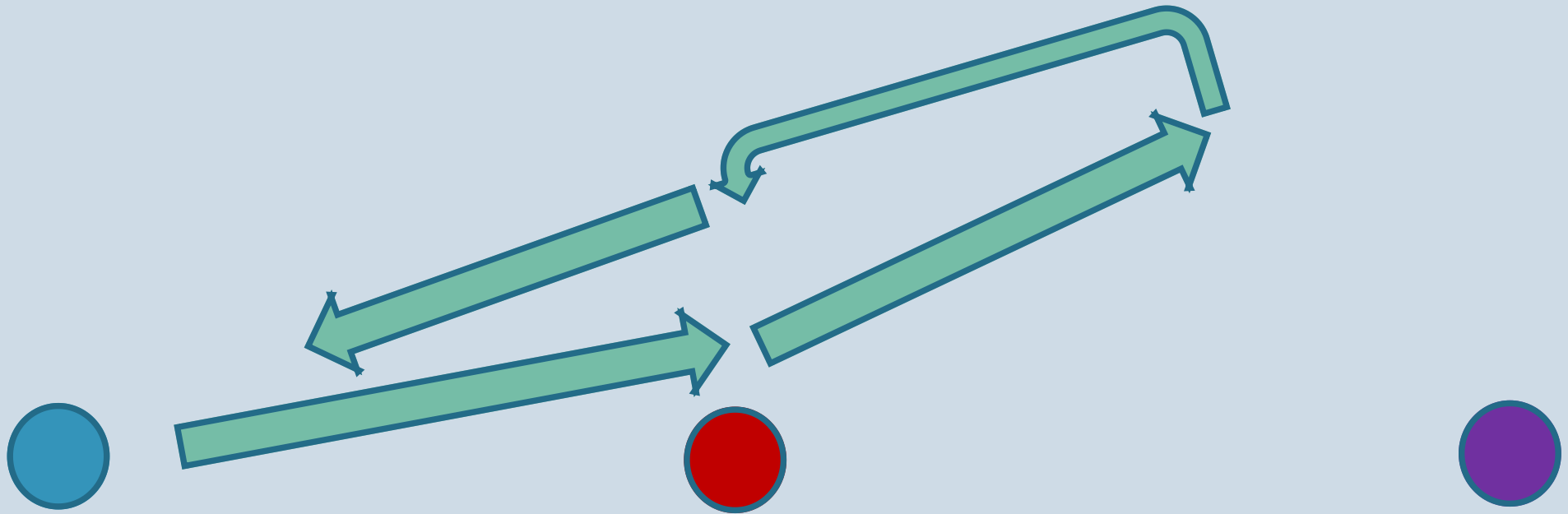
“Talk around” disagreements

Persuasion through facework

Focus is on relationship repair



# Indirect $\neq$ Passive Aggressive



# Reflect: When you have an argument...

- How do your emotions manifest?

*Calm? Fast? Loud?*

*Gestures? Silence?*

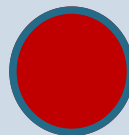
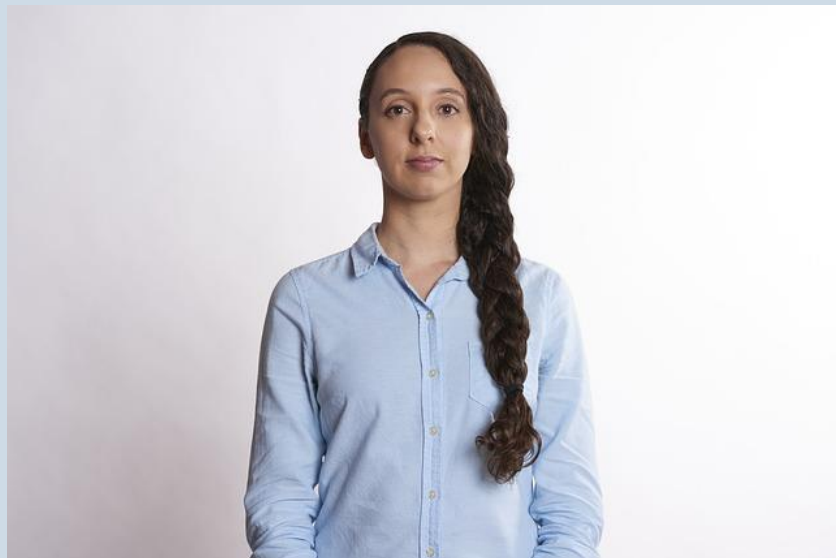
Step to the side if you...

*“Silence produces peace, and peace produces safety.”*

-Swahili proverb

*“The first to raise their voice loses the argument.”*

-Chinese proverb



## Emotional Restraint

Disguised display of emotions: Poker face

Control emotions by “internalizing”

Minimal display of feelings through nonverbal behavior

Hold your tone calm

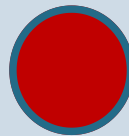
Sensitive to hurting feelings of other party

Relationship trust is remaining calm: Restraint = maturity

Emotional **suppression** is necessary for credibility: “Just the facts”

*“What is nearest the heart is nearest the mouth.”*

-Irish proverb



## Emotional Expressiveness

Overt display of emotions

Control emotions by “externalizing”

Visible display of feelings through nonverbal behavior

Expansive vocalization

Sensitive to constraints on expressing own feelings

Relational trust through emotional commitment: Passion = engagement

Emotional **information** necessary for credibility: Show me you care!

# Intercultural Conflict Styles

	<i>Emotional Restraint</i>	<i>Emotional Expressiveness</i>
<i>Direct</i>		
<i>Indirect</i>		



# Intercultural Conflict Styles

	<i>Emotional Restraint</i>	<i>Emotional Expressiveness</i>
<i>Direct</i>	<b>Discussion:</b> Resolution comes from clash of views	<b>Engagement:</b> Resolution comes when emotions are engaged
<i>Indirect</i>	<b>Accommodation:</b> Resolution comes with the harmony of things	<b>Dynamic:</b> Resolution comes with sharing the wisdom of a story

# Moonstruck

Inviting Ronny: <https://www.youtube.com/watch?v=C7yK8cuP1Bw>

# Think, Pair, Share

- How have you seen different communication and conflict styles in action in your life?
- What does your awareness of these styles offer you?

# Tips for Direct Communicators

- Avoid blunt comments.
- Remember that avoiding insults may be seen as more important than providing honest feedback.
- Pay attention to nonverbal behaviors.
  - *In particular, a discrepancy between nonverbal behaviors and the words used by an indirect speaker can indicate that the words aren't accurate.*
- Recognize that, for indirect communicators, it's often easier to agree than to disagree
- Use open-ended, non-leading questions.
- Avoid phrasing a question so that the answer may be perceived as insulting to someone (for example, may be seen as criticizing someone).

# Tips for Indirect Communicators

- Recognize that your subtle messages may not be perceived in the way you expect or may not be perceived at all.
- Accept that direct communicators respect direct speech.

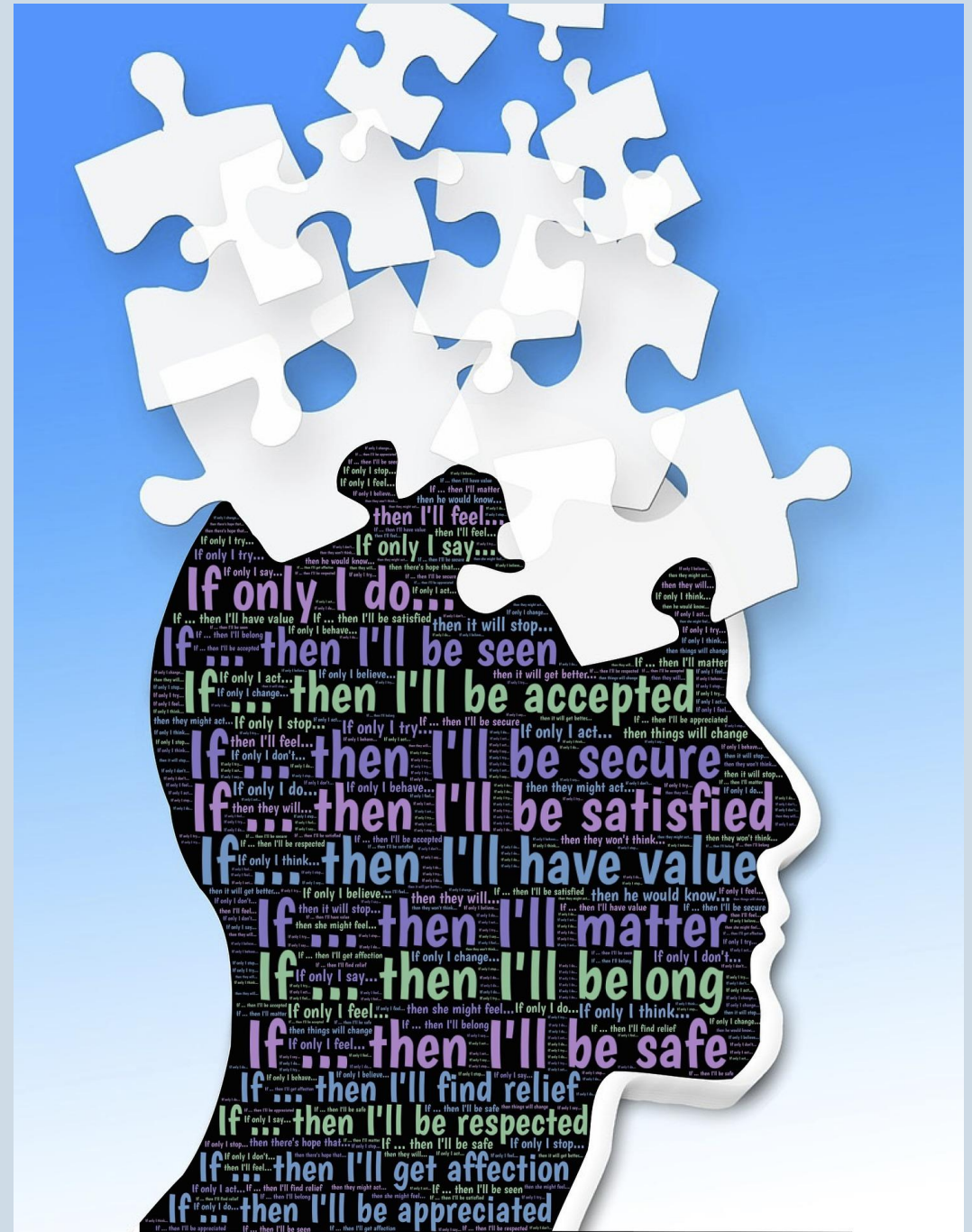
Communication is the  
creation of shared meaning.



Communication is the  
creation of shared meaning  
*across cultural contexts.*



# Who shifts?





# Your challenge and opportunity:

- What are *your* patterns?

Your preferred style?

- For you, which style is the hardest to engage with?

# Thank you!

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