

Conflict

Any situation in which people have apparently incompatible goals, interests, principles or feelings



Conflict Response Categories



Constructive

Destructive

Active

--	--

Passive

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Conflict Response Categories

Constructive

Destructive

Active

**Perspective Taking
Creating Solutions
Expressing Emotions
Reaching Out**

**Winning at all costs
Displaying Anger
Demeaning others
Retaliating**

Passive

**Reflective
Delay Responding
Adapting**

**Avoiding
Yielding
Hiding Emotions
Self Criticizing**





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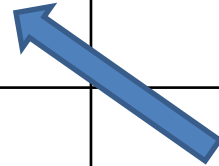
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Conflict Response Categories

Constructive

But when the Holy Spirit controls our lives He will produce this kind of fruit in us:

**Love, Joy,
Peace, Kindness,
Goodness, Gentleness,
And self-control**

And here there is no conflict with Jewish laws

Destructive

But when you follow your own wrong inclinations, your lives will produce these evil results:

**Impure thoughts,
Eagerness for lustful pleasures, idolatry,
spiritism (that is encouraging the activity of demons), hatred and fighting, jealousy and anger, constant effort to get the best for yourself, complaints, criticisms, the feeling that everyone else is wrong except those in your own little group,- and there will be wrong doctrine, envy, murder, drunkenness, wild parties, and all sorts of thing. Let me tell you again, as I have before, that anyone living that sort of life will not inherit the Kingdom of God.**

Hot Buttons



Hot buttons are behaviors in others that anger us and can cause us to react destructively



Hot Buttons

Competence – you're triggered when you perceive that someone is questioning your intelligence or skills



Hot Buttons

Inclusion – you’re triggered when someone appears to be excluding you in some way (from a group, an event, a committee, etc.)

Online Reference: Winwinhr.com/know-your-own-hot-buttons-at-work



Hot Buttons

***Autonomy* – you're triggered when someone appears to be trying to control you, imposing on you, or threatening your self-reliance**



Hot Buttons

Status – you're triggered when you perceive that someone is threatening or dissing your tangible and intangible assets, including power, position, economy worth, and attractiveness



Hot Buttons

Reliability – you're triggered when you perceive that someone is questioning your trustworthiness or dependability

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Hot Buttons

Morality – you're triggered when someone appears to be questioning your moral values or integrity

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Hot Buttons

- ***Competence***
- ***Inclusion***
- ***Autonomy***
- ***Status***
- ***Reliability***
- ***Morality***

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