

NOV 2020



How to navigate complex conversations confidently

Brought to you by
Early Career Optometrists Victoria South Australia
&
Tiffany Roxas.



Our Agenda



TOPICS COVERED

The biological and neurological impacts of conflict

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The difference between conflict and conversation.

.

Reframing what is happening.

.

How to have a conversation in the workplace

.

KPIs vs Ethics

.

How to avoid burnout

.

Q&A



Tiffany Roxas

LET ME INTRODUCE MYSELF...

People Consultant, Life Coach
and Yoga Teacher



Before we
get started...



POLLEV

POLLEV URL

Login on your phone so that you can participate in our questions, both online and in person.

Conflict in the body



THE BIOLOGICAL AND NEUROLOGICAL IMPACTS OF CONFLICT.

- our amygdala wants action
- protective mechanism and behavioural conditioning
- we are wired to avoid conflict or defend ourselves in conflict
- our brain cannot tell the difference
- if you don't like conflict, you are a healthy, functioning human being. Congrats!

Conflict vs Conversation

WHAT'S THE DIFFERENCE?



Perceived Threat

·Conflict is where the conversation is perceived as a threat.



Survival Mode

Where a threat is present, our amygdala takes over to cause action in the body.



Fight/Flight/Freeze

We then move into our conditioned coping mechanism to protect ourselves.





Poll Everywhere

Our Survival MO

FLIGHT

FIGHT

FREEZE

WHAT IS YOUR DEFAULT
SURVIVAL MODE?

amygdala

WHAT HAPPENS IN THE BRAIN?

We have limited cognitive processes available to us in that mode.

This makes it difficult to have complex conversations.

Our amygdala immediately shuts down neural pathways to our prefrontal cortex so we can become disoriented

Complex decision-making and access to multiple perspectives disappear

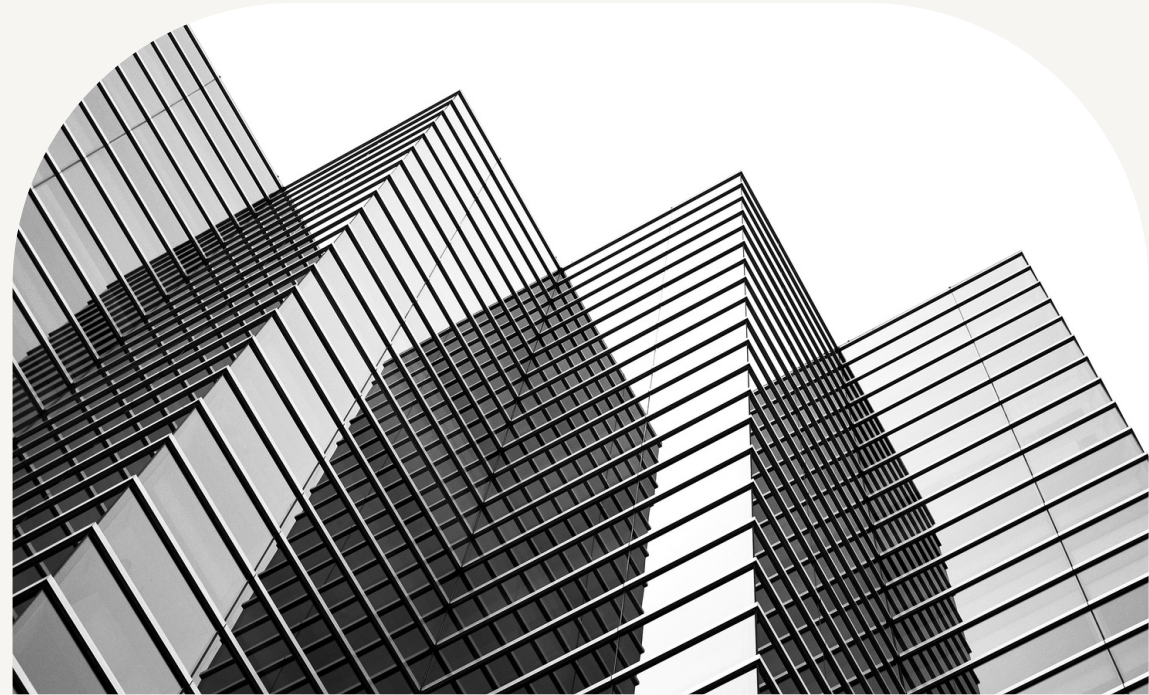
Our memory becomes untrustworthy



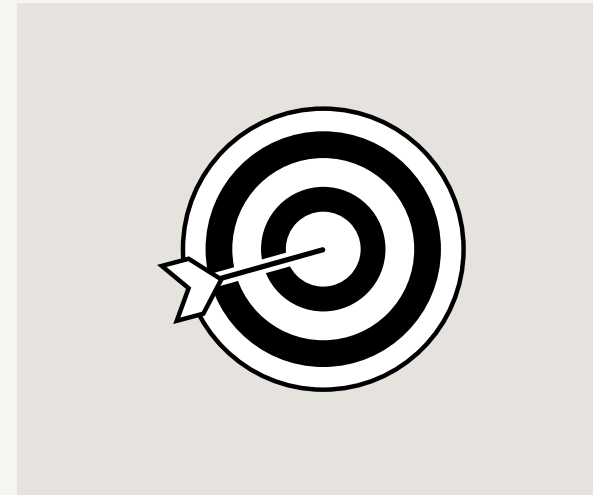


Poll Everywhere

Have you ever been in a heated argument and in that moment, you literally forget every good thing about them?



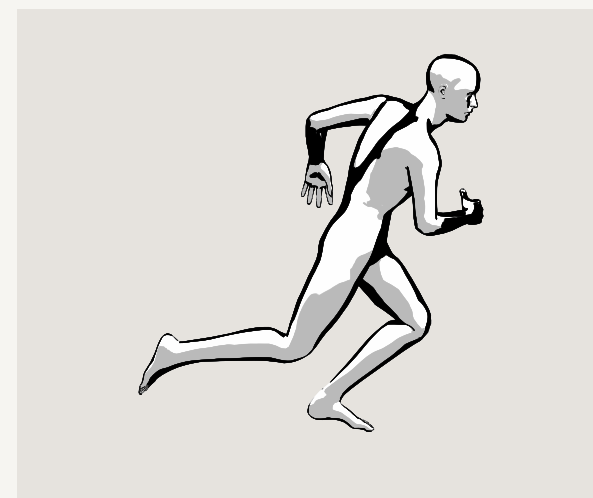
Reframing the situation



1
Are you holding on
to a specific
outcome?



2
Are you telling
yourself a story
about what is about
to happen?



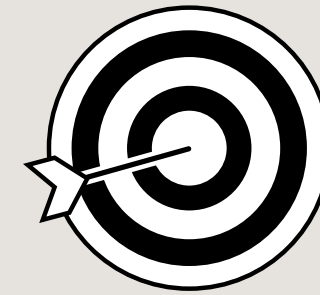
3
Are you feeling
physiological
responses in
the body?



In a moment, I'm going to randomly select one of you to jump on live in front of everyone and speak about a time you prepared yourself for a conflict.



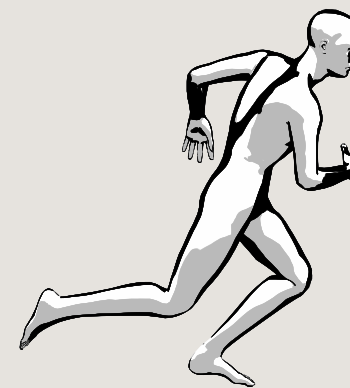
How did
that feel?



1
How did you
perceive my
statement?



2
What story did you
tell yourself?



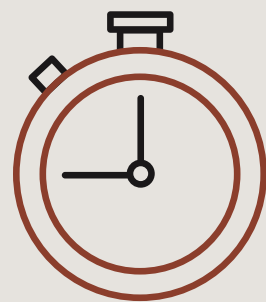
3
What did you feel in
your body?





Poll Everywhere

How much time do you have to prepare when you need to have a complex conversation?

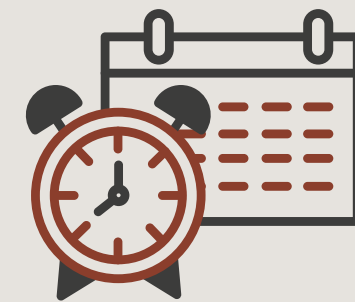


1

They often happen in the moment; I don't have time to prepare!

2

I get to plan when to have the conversation; I have time to prep!





Mindfulness

**DIANE MUSHO HAMILTON – AUTHOR OF
EVERYTHING IS WORKABLE – ZEN
APPROACH TO CONFLICT MANAGEMENT.**

- Stay present
- Let go of the story
- Focus on the body
- Breathe



Stoic Reasoning



How important is what you want to talk about to you?

How strongly are you holding on to your expected outcome?

What other outcomes or options are there?

How do you feel about those other outcomes/options?

What is the minimum standard you are willing to agree to?

What will create the best environment for this conversation?

What is the worst that can happen?

What is the best that can happen?

What is most likely to happen?

How do I feel about having this conversation now?

In a moment, we'll split up into breakout rooms/table groups. The person whose first name is last alphabetically get's to decide on a KPI vs Ethic dilemma for the group to discuss.

As a group, answer the questions below and prepare one key insight that you could share back with the wider group.

How would you feel about having this conversation?
What's important to you?

How would you prepare to speak to your manager about this? What would you say?

Have you had this conversation before? What went well? What didn't?



*How important are your
values and your integrity?*

THE REAL QUESTIONS TO ANSWER

Have you experienced burnout before?

ANY
STRESS

PROLONGED
STRESS

EXCESSIVE
STRESS

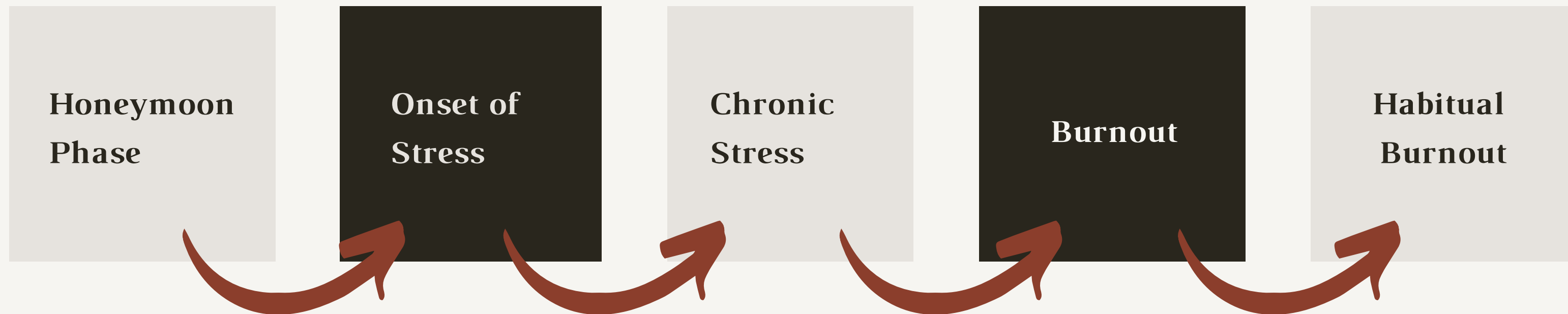
WHAT CAUSES BURNOUT?

Burnout



STATE OF EMOTIONAL, PHYSICAL, AND MENTAL EXHAUSTION CAUSED BY EXCESSIVE AND PROLONGED STRESS.

PHASES OF BURNOUT



IT OCCURS WHEN YOU FEEL OVERWHELMED, EMOTIONALLY DRAINED, AND UNABLE TO MEET CONSTANT DEMANDS.



Q&A

Reminders



CONFIDENCE IS ABOUT REALISING YOU ARE SAFE.



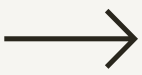
Conversations are safe.
Conflict is the perception you
are unsafe. How can you disable
your survival mode?



What is important to you is
important. Are you willing to
uphold your values and
integrity?



Regardless of your complex
conversation timeframe -
Mindfulness is key to having
access to full cognitive ability!



Let's connect!



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THETIFFANYCOLLECTION



TIFFANY ROXAS

Thank you!