

CDP PROCESS MODEL

Cool
Down

Slow
Down

Engage
Constructively

Regulating the emotional side of conflict:

- Center & breathe
- Thinking differently: Reappraising, reframing
- Stepping back: Reflection & mindfulness are a good start

Understanding what your hot buttons are:

Emotional regulation is defined by the use of constructive behaviors

- Delay your response before saying something you'll regret
- Develop your approach before the next conflict

- Around constructive behaviors
- Orchestrate around the use of constructive behaviors
- Be curious and empathetic (PT)
- Brainstorm (CS)
- Share your thoughts & feelings; When conflict gets stuck (EE); Reach out (RO)

Expressing Emotion

Emotion as a constructive response to conflict.

Recognize the downside of holding emotions in: deal with the emotion, or emotion will deal with you. **Share your emotions.**

Taking Perspective

Why should I take your perspective if I'm right?

It's about communication. There is greater value for you to move from the adversarial "me vs. you", to the collective "us against the problem."

A Question

Consider: When people are at a crossroads and in conflict, do they talk more or less about the conflict with one another?

We say, less! Everyone struggles, but people who are struggling more are doing it badly. **The less you talk, the less likely you are to solve the problem.**

Consider psychological safety. People feel "safe" when they believe they can express themselves. This is key to engagement. If you can, reach out. Ask, "Can we talk about it?"