

## Inside this issue...

Avoiding Conflict– *If you'd only told me!*

Upcoming CORP Workshops:

- Darwin
- Alice Springs
- Katherine



## CORP recognises that we all have different styles when it comes to learning...

So CORP training incorporates a variety of educational methods, ensuring participants receive the greatest potential benefit:

- Narratives (story telling and sharing )
- Creative planning and visualisation
- Hands-on activities and role-plays
- Images, symbols / metaphors, videos
- Place-responsive, environmental practice
- Using indirect, innovative approaches
- Modelling and scaffolding (working from wholes to parts)
- Connecting learning to local values, needs and knowledge

## What participants are saying about CORP Training...

### Customer Service Training

*"This training was wonderful. I learnt how to provide a professional service and learnt some strategies to deal with difficult customers."*

### Dealing with Conflict

*I would recommend this course to everyone , the delivery was excellent and I learnt how to reframe sentences when in conflict situations – conflict can be a positive thing!"*

### Appropriate Workplace Behaviours

*"The training was so much better than I was expecting. It was very interesting and allowed for lots of group work. It was very interactive and I can now reflect on my own and others behaviour in the workplace."*

### Workplace Culture

*"This course was fantastic. It allowed the team to look at the culture in our own workplace and how it can be improved – everyone has a part to play in workplace culture. Interesting learning about Change and how we react to it as humans."*

**Book your workplace training with a CORP consultant by emailing [corp@corp.org.au](mailto:corp@corp.org.au) or calling (08) 8941 5661**



## Avoiding Conflict – *If You'd Only Told Me!*

By Cinnie Noble, July 2017

One of the reasons conflict sometimes evolves is because we aren't aware of the reasons someone is upset with us. In these cases, by the time we are told about the situation by the person who feels aggrieved by something we said or did the dynamic between us has become increasingly tense. Our lack of knowing how we caused offence adds to our unsettled feelings. This sort of scenario also gives us a sense of helplessness.

Had we known about the other person's perspective and experience about us things may not have gone on so far and become as difficult. That is, though we might not have liked what the other person told us, we may have been able to "nip things in the bud" and address matters earlier – before feelings escalated.

These are tough situations and it's difficult at these times to make sense of why the other person didn't let us know what we did or what we could have done differently. Perhaps they are afraid to share the problem as they see it; maybe they think things will change without saying anything; or they don't

want to risk offending us. These and other reasons may account for not sharing their views and needs, though not knowing does not provide us with the tools or strategies to know how to respond.

This week's Conflict Mastery Quest(ions) blog invites you to consider a conflict situation in which you wished you had known earlier what was ailing the other person before things evolved.

- What is the situation?
- What didn't you know that you wished you had?
- What impact did not knowing have on you?
- What do you suppose precluded the other person from sharing this with you?
- If you had known, what would you have done differently?
- What difference would that have made to the relationship?
- What difference would that have made to the issues in dispute?
- When you have held back telling another person something to which they may react

poorly, why did you do so?

- What difference might it have made to what evolved?
- What's the learning here?
- What else occurs to you as you consider these questions?
- What insights do you have?

## Values Conflict

While I take some holiday time this summer I don't want to lose my connection with you. So, for the next month I will be posting the four most popular blogs in 2016. If you are inclined, please provide your comments on why you think this one was so well-received. This is the first most popular:

It is common to attribute the term 'values conflict' as the reason for dissension between us and another person and we may say such conflicts are not resolvable. That's true for some disputes, but I don't believe all, and this week's Conflict Mastery Quest(ions) blog is about the sorts of differences that may seem irreconcilable.

In some research I did over 15 years ago, study group members identified that when they are provoked by something another person says or does they perceive a value, need or aspect of their identity is being undermined or threatened. The participants didn't use those words *per se* but it was evident by the language they used that they felt that one or more of these aspects of their being was being challenged, and they reacted accordingly. As part of the research and ultimately, the development of the **CINERGY®** conflict management coaching model, the study group members also explored what aspects of the other person's being they themselves might be challenging. Checking out the possible attributions – and assumptions being made – helped them (and continues to help my coaching clients) gain increased understanding of the conflict dynamic between the disputants.

The above research and its results indicated that having different values does not mean we cannot reconcile our differences. That is, if we perceive the other person is undermining our value of fairness, it doesn't mean that our ideas of fairness have to be

the same or of the same degree to be able to resolve our differences. Similarly, it doesn't mean the other person is necessarily unfair or intends to be, but that we hold different perspectives on fairness.

Though having disparate values may not be reconcilable, it helps to explore what our respective beliefs are in relation to the issues in dispute and discuss how and in what way(s) they feel undermined. Doing so can result in an understanding that honours our differences – rather than operating on the basis that different values (apparently) necessarily make our conflicts irreconcilable.

If you are referring (or have referred) to a dispute you are having (or had) as a 'values conflict', consider the following questions:

- What are you and the other person disputing about?
- Which value (or values) of yours do you feel is (are) being challenged?
- What specifically is the other person saying that leads you to your answer to the previous question?
- Which value(s) of her or his do you see as disparate from yours?
- How do you know that is the other person's value or values (referring to your answer to the previous question)?
- What value or values, if any, may the two of you share?
- What do you not understand or accept about the other person's value(s) as it (they) pertains to your dispute?
- What might she or he not accept or understand about your value(s) in the dispute?
- If it isn't necessarily a 'values conflict', how else may you frame it?
- What difference, if any, does that frame make (your answer to the above question)?
- What else occurs to you as you consider these questions?
- What insights do you have?

[www.cinergycoaching.com](http://www.cinergycoaching.com)





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**Workshop Locations**

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Level 2 Highway Arcade,

47 Stuart Highway

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**Alice Springs**

Locations in town centre:

confirmed upon booking

**Katherine**

Regional Training Centre

19 Second Street

**\*Katherine conditions:**

**\$285pp** for full day

**\$175pp** for half day

**\$45pp** for CORP Talks

Maximum **10** participants

## Darwin

<b>Tuesday 8 August</b>	<b>Giving and Receiving Feedback</b>	<b>Half Day</b>
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<b>Thursday 10 August</b>	<b>Coping with Anxiety and Negative Emotions— CORP Talk!</b>	<b>One Hour</b>
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<b>Tuesday 15 August</b>	<b>Mindful Leadership Retreat</b>	<b>Full Day</b>
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<b>Tuesday 22 August</b>	<b>Developing Staff through Excellence in Coaching and Mentoring – Leaders</b>	<b>Full Day</b>
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## ALICE

*Limited places available in Alice Springs CORP workshops — please book early!*

<b>Thursday 17 August</b>	<b>Dealing with Conflict</b>	<b>Half Day</b>
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## KATHERINE

*Limited places available in Katherine CORP workshops — please book early!*

<b>Wednesday 20 September</b>	<b>Appropriate Workplace Behaviours</b>	<b>Half Day</b>
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