

Resolving Conflicts

Diverse communication styles

“Try to understand your colleague’s view:
to see is not necessarily to agree!”

▼ GENERAL STEPS ▼

1. Establish contact
2. Exchange perceptions, feelings
3. Show mutual respect
4. Explore needs
5. Create solutions
6. Reach an agreement



“Accusing – whether explicitly or implicitly –
always hides a wish deep inside.

Instead of blaming someone for something
express your own wishes, interests and needs
in an authentic way.”

▼ DIRECT COMMUNICATION / LOW CONTEXT ▼

• EXPLICIT, example

1. Please, let us talk about this tricky matter.
2. I perceive ... That makes me feel ...
How do you perceive / feel ...?
If I understand you right, you feel ...
3. I appreciate about you ...
What do you appreciate about me?
4. So, what would you need to (feel) better ...?
Okay, I see. In return, I would need ...
5. What I could give you is ... What do you think?
In return, what could you give to me?
6. So, we agree to ...
(“so at least we agree to disagree” 🤝)

“Differing interests can turn
into interesting differences.”

▼ INDIRECT COMMUNICATION / HIGH CONTEXT ▼

• IMPLICIT, example

1. Hello. Thank you for the very good work you did.
This was extremely helpful.
2. Very few objectives might not have been totally met!?
Yes. [Meaning “I got your word”, not
necessarily “I agree”]
3. However, it was a huge success.
Yes. [Meaning “I got your word”, not
necessarily “I agree”]
4. When do you intend to finish the task?
Tomorrow. [Meaning “not now” ... “in a few days
maybe”]
5. Together we can do a much better job!
[Meaning “please get your work done”]
6. And thank you for your dedication.

What are the
implications when
communication
styles differ?



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To find solutions for complex problems in a professional team the following is frequently needed: **distinguished observation, listening skills and empathy** – the ability to step in one's shoes.

At the same time we want to **bring forward own and business interests** and seek to be **authentic and responsible ...**

balancing all three at daily work ...



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Notes