



### Understanding Amygdala Hijack

Triggers the Fight or Flight response to a perceived threat, like interpersonal conflict.

#### Fight Response:

Aggressive, impulsive, and fuels angry responses that cause lasting damage.

#### Flight Response:

Overwhelmed, checked out, mentally blocked responses that can stall or delay solutions.

**An automatic response that impairs clear thinking and decisive action.**

# Techniques for De-escalating Conflict in the Moment

## Recognize Your Signs of Rising Tensions

- ✓ **PREPARE:** Know the situations that most frustrate you. This helps you be ready for them.
- ✓ **UNDERSTAND:** Recognize where you feel tension when stressed. This alerts you so you can manage it better.
- ✓ **REMEMBER TO BREATHE:** Use Combat Breathing to help regulate your reactions.

## Restore Your Composure and Focus

- ✓ **NOTICE, NAME, and ASSESS:** Name and link emotions to specific events in order to reduce ambiguity, relieve tension, and help identify what you need to address.
- ✓ **TAKE CONTROL OF WHAT'S NEXT:** Take a brief break from the problem to refresh yourself and your outlook. Here are some ideas.
  - Get away from your desk for a break, a walk, or a workout.
  - Focus on a hobby or other satisfying task that demands your attention.
  - Make time to talk with a friend or mentor.
  - Think of one action you can take to address the situation.

*What else could you try?*

## Reframe the Problem

- ✓ **KNOW THE PROBLEM:** What needs to be solved, and who needs to be involved to solve it? Remember to separate the problem from the people!
- ✓ **USE TACTICAL COMMUNICATION SKILLS:** What are your go-to techniques for encouraging a collaborative discussion? Here are some ideas.
  - **Active Listening:** Shift your focus to understanding the other person's perspective. Notice words, tone, and other nonverbal clues.
  - **Active Asking:** Use open-ended questions to clarify your understanding and test your assumptions.
  - **I-Statements:** Speak from your own experience or observation to avoid assuming others agree with you and to avoid blame or judgment.
- ✓ **FIND AND BUILD ON COMMON GROUND:** What about the situation is true for you both? What is something you both may gain or lose in the situation (such as letting your team down, creating more work for yourselves, or restoring your friendship)?



## De-escalating Conflict in the Moment

FROM CONFLICT TO COHESION

