

**Dancing with Conflict, "Taking the Right STEPS"**  
**STEPS Canada-Eric Trogdon**

I. Conflicts and Disputes

A. **A conflict is a condition:** a state of mind - an ongoing condition in which at least one party perceives that another party has contrary interests.

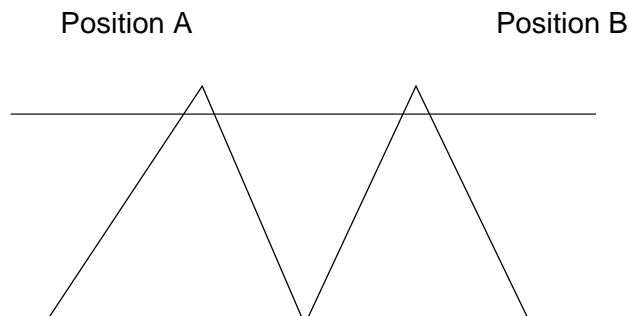
on-going                      more control                      nonverbal                      natural state

B. **A dispute is an event:** is a visible disagreement between the parties

Escalates                      Less Control of emotions                      Open/spoken  
Dealt with                      has more history                      Different opinions

II. Conflicts and disputes can be good and bad.

Work on the personal interest and not the positions



III. Solving a Dispute

A. Five steps:

1. **S**atisfying solutions  
Know your BATNA: You have to know!  
**B** \_\_\_\_\_ **A** \_\_\_\_\_ **T** \_\_\_\_\_ **N** \_\_\_\_\_ **A** \_\_\_\_\_
2. **T**ry not to Judge  
Be curious and not judgmental: Allow yourself to find out more about the person or issues. You have to ask a question to get an answer. (Open-ended questions)
3. **E**nding is Unknown  
Be ignorant of the outcome: Start at the beginning and do not anticipate outcomes that you believe are answers to the dispute. This may be difficult, but it will help break down the barriers and allow greater creativity. Also, **Slow down**.
4. **P**roblem is not the person  
Do not see the other side or person as the problem: Remember the conflict starts within you. Take the BLAME out of the conversation and conflict. "**AQBQL**".
5. **S**tay Focused on Interest  
Work on the interest and not the positions (Remember to Dance)

B. People trip over cultures and situations beyond their control

C. People may just not want to share: We all carry secrets

**Lighten up - Slow Down - and Dance**

## Eric Trogdon, MPA- STEPS Canada .....bridging the communication gaps

Eric Trogdon is the founder of STEPS Canada an organization that specializes in the conduct of negotiations, facilitation of mediations between third parties, and offers customized training programs. His affiliations with organizations in education, parks and recreation, law enforcement, and business have won him numerous honors in conservation programs, hostage negotiations, and professional presentations. Past positions include Zoo Keeper, Naturalist, University Recruiter, Park Ranger, Police Officer, DARE Instructor, Child Abuse/Neglect Investigator, and SWAT Negotiator. Eric holds a Masters of Public Administration, Certifications in Mediation and Conflict Management, and Crisis Negotiation. He has won numerous honours in conservation programs, hostage negotiations, and professional presentations. Appearing on television and radio programs, Eric thoroughly enjoys presenting his innovative perspective on everyday issues of work, home, and love.

### Adventures

#### **MOVING THE MOUNTAIN BETWEEN US - The multiple meanings of words.**

People bring their personal values, meanings and perceptions to each human interaction and relationship. Understanding the differences helps us create quality relationships. Eric uses comical situations and real life stories to illustrate how people **STEP** around the barriers, and face the true issues. Misunderstandings can grow from the use of a single word. Discover how to trust yourself and your ability to communicate, how to be open to understanding each other, and how to listen to "hear".

#### **CUSTOMER SERVICE - A game of attitudes.**

We are all responsible for making others feel good about our organization or work environment. Knowing when to serve clients with a smile, share a laugh, or respond with silence can control an uncomfortable situation. In this presentation you will hear five simple **STEPS** that can help any employee become "a manager of conflict", while providing quality customer service.

*With the right attitude, you can handle almost anything while having fun.*

#### **DANCING WITH CONFLICT - Taking the right STEPS**

In this unique presentation, Eric Trogdon, a certified Mediator and SWAT Hostage Negotiator, will identify the surprisingly simple **STEPS** to control everyday conflicts, and how to work through difficult disputes. Program is interactive.

*Stop side stepping the issues and follow Eric's lead.*

#### **VIOLENCE IN THE WORKPLACE - Staying cool in hot situations**

In this carefully customized presentation, you will receive simple techniques for responding appropriately to potentially violent situations. Discover how to recognize the potential for violence. Learn how to prepare and ultimately respond, control and eliminate the situation. This program is an excellent opportunity to review policies on Violence in the Workplace. **Recognize the symptoms of an escalating situation.**



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### **Testimonials**

"Eric's multi-discipline background provided an exciting and intensive learning experience. Eric has the ability to make some of the most difficult situations seem simple and straight forward."

- **Dave Roemmele, Director of Diversity Services, McMaster University, Hamilton, Ontario**

"Your concept of listening rather than speaking will always be important to me in the future during the times of conflict. Excellent program and presentation"

- **Fredrick J. Buckman, Director of Paso County Parks and Recreation, Florida.**

"Your presentation was excellent and you immediately engaged the audience"

-**Eileen Baggs, President, Hamilton-Niagara CAPS**

"I am pleased to let you know that your session was ranked a 91% overall, which is fantastic. Thank you again for speaking at our conference; it was very much enjoyed by all"

-**Kirsten Taylor-Bosman, Marketing Associate, Diamond Municipal Solutions, Paris, Ontario**

"Eric spoke directly to the students and used language that they could understand. His exciting stories had them captivated as they sat fully engaged, and anxious to hear more. His thoughtful presentation and the excellent delivery of his message was very beneficial for our student audience." – **Sue Anderson, Teacher, Clemens Mill Public School, Cambridge, Ontario**

"I just wanted to say how immensely I enjoyed your seminar, I have taken numerous courses on this topic but found your seminar to be practical and informative" - **Hanica Van Looyen, Human Resources Training Administrator, City of Kitchener, Ontario**



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