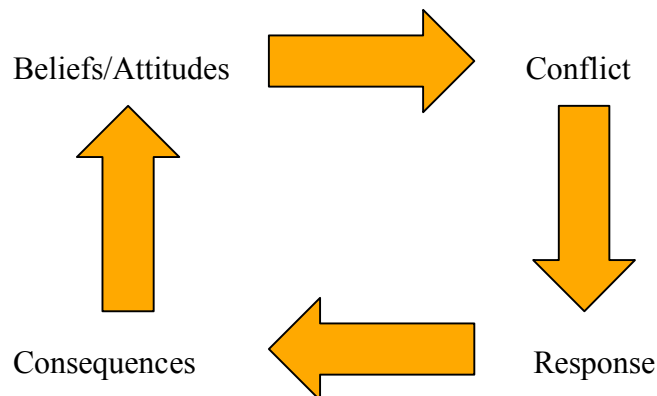


Steps for Changing Social Behavior

People misunderstand each other because they cannot read each other's minds, so they dig for clues and interpret body language, behavior, word choice, etc. as proof of the other person's motives. This chart shows how behavior can escalate, or change, depending on the decisions made.

1. Social stimulus
2. Disputant receives the stimulus with his/her senses
3. Disputant interprets what he/she has seen/heard/sensed
4. Disputant generates options for responding
5. Disputant weighs the costs and benefits of options
6. Disputant chooses an option
7. Disputant acts , creating new social stimulus, and so on

Cycle of Interpersonal Conflict



The way to interrupt the cycle is to gain awareness of our personal responses and consciously choose to change them.¹ This is a self-fulfilling cycle which benefits from optimistic rather than pessimistic thinking and expectations.

Beliefs & Attitudes about Conflict Are The Filters We Use

e.g., silence = anger; silence = agreement; conflict the way to resolve problems; conflict is to be avoided at all costs; all our past experiences, values, and knowledge.

Responses

Behavioral responses - screaming, stomping out, getting quiet, listening, pacing etc.

Emotional responses - anger, fear, confusion, embarrassment, etc.

Cognitive Responses - ideas, inner monologue during a conflict etc.

Physical Responses - tension, stress, nausea, rapid breathing, flushed face, etc.

Consequences - reinforce the beliefs and attitudes about conflict

¹ *The Practice of Facilitation: Managing Group Process and Solving Problems*, Harry Webne-Behrman, 1998, p. 75