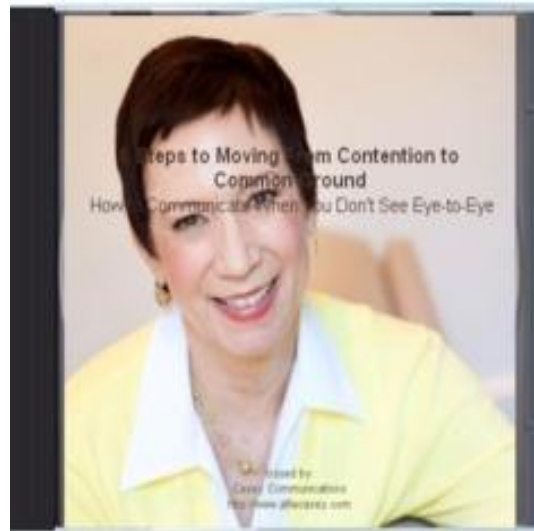


6 Steps to Moving from Contention To Common Ground: How to Communicate When You Don't See Eye-to-Eye



Learning Guide for the Teleseminar CD Program

**By
Allie Casey**

ABOUT ALLIE CASEY

Allie Casey is a professional speaker, coach, and author of *Misunderstood! The Fast Guide to Communicating at Work--What to Say, How to Say It and When to Shut Up* and co-author of *The Gratitude Book Project—Celebrating 365 Days of Gratitude*.

Allie works with entrepreneurs and small business owners to help them develop their communication skills, decrease misunderstandings and increase productivity and profits. She tackles communication snafus in the workplace—because that’s where people spend the most time, but inevitably most communication difficulties are due to a poor self-communication.

Her audiences learn the secrets of effective communication and the power of confidence to connect effectively with anyone.

Allie also performs what she calls “Reinvention Interventions.” She works with individuals who are ready to make a big change—but don’t know where to begin. She provides online group coaching, teleseminars and high level individual coaching programs

Allie Casey brings the best of experience and expertise to turn effective communication into bottom line results. She brings in-the-trenches know-how and years of practical application in sales, management and marketing that adds matter-of-fact depth to her programs.

Formerly, a top-ranked international trainer for one of world’s largest seminar companies, Allie has spoken to a broad cross-section of industries and organizations including: finance, education, government and manufacturing. Her client list includes: Amtrak, AXA Associates, AT&T-Virgin Islands, BAE Systems – U.K., Canon USA, Deloitte & Touche, Drake Beam Morin, EDS, Ethan Allen, and several branches of the military.

Allie has served on the board of the Association of Image Consultants International (AICI.) She was elected to speak at the 2000 National Speaker’s Association’s (NSA) annual convention representing the New York Metro Chapter. Allie holds a degree in Merchandising and Certifications in Corporate Image Consulting, Business Etiquette, Seminar Training and Entrepreneurship. Allie is a certified Life/Business Coach (CII)

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Introduction

Managing conflict and creating harmony in your life may seem like a daunting task, but it really isn't very difficult if you follow the steps in this program: 6 Steps for Moving from Contention to Common Ground.

You'll find that as we go through the program and the activities that it will all start to come together and you'll notice a significant shift in the way you hear yourself responding to conflict. The process at times may seem repetitive—but truthfully, that's how we learn isn't it?

Keep in mind that you are listening to a recording of a live teleseminar and even though the participants may be talking about their own experiences, you will begin to hear your own "inner voice" relate to their experiences. In-other-words, we all face similar challenges.

If you follow along, do the work and honor your truth then I know you will create a new avenue of communication and create a common ground where both parties can be heard and respected.

I believe everyone can be heard if they take the time to hear others first. It takes patience and a willingness to call yourself out on your own stuff. Remember, not everyone thinks the same way that you do, but opening up a place in the conversation to let others in first....well, it you'll see that it serves you and others.

Let's get started!

To Your Success!

Allie Casey

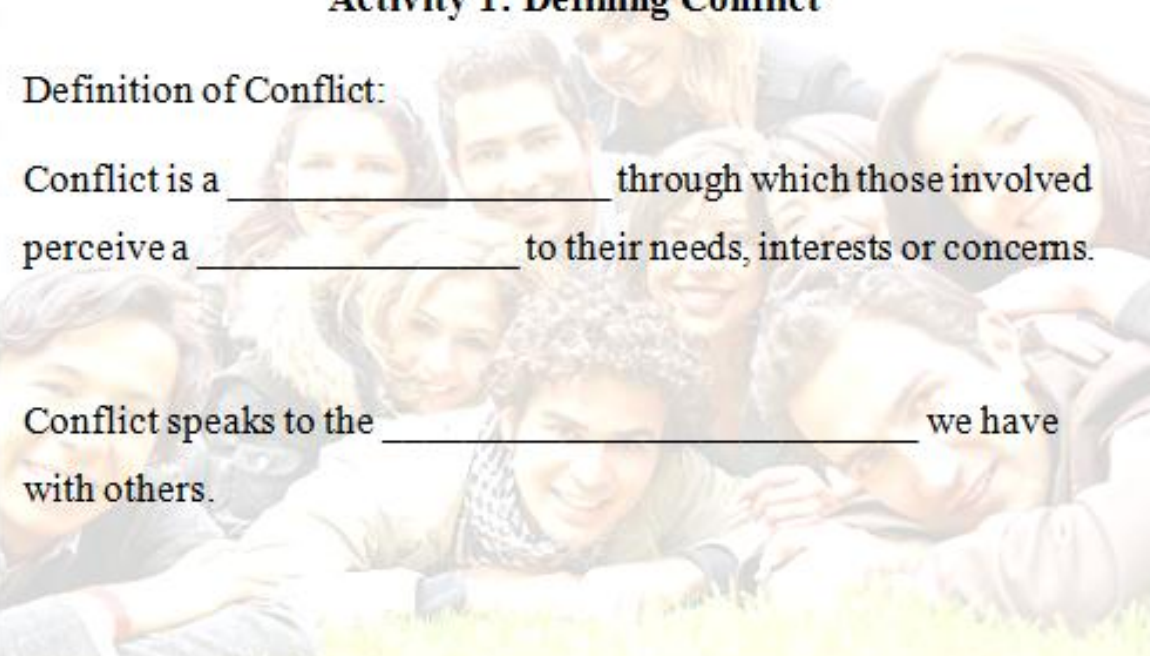
6 STEPS TO MOVING FROM CONTENTION TO COMMON GROUND--

Part I- What is Conflict?
Activity 1: Defining Conflict

Definition of Conflict:

Conflict is a _____ through which those involved perceive a _____ to their needs, interests or concerns.

Conflict speaks to the _____ we have with others.



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Activity 2: The Seeds of Conflict

We all have beliefs, opinions and attitudes that can clash with others. But if handled correctly, our disagreements can actually inspire useful _____ and _____.

Activity 3: What Contributes to Conflict

NOTES:

The three types of characters in conflict:

- 1.
- 2.
- 3.

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Playing these roles _____ our ability to understand the real problem.

When we choose not to play the victim, hero or villan, and become _____, we can appreciate what the other person feels.

Part II – How to Deal With Conflict **Activity 1: Limiting Beliefs that Create Conflict**

4 Limiting Beliefs:

1. Our belief that we need to explain _____ of something first.

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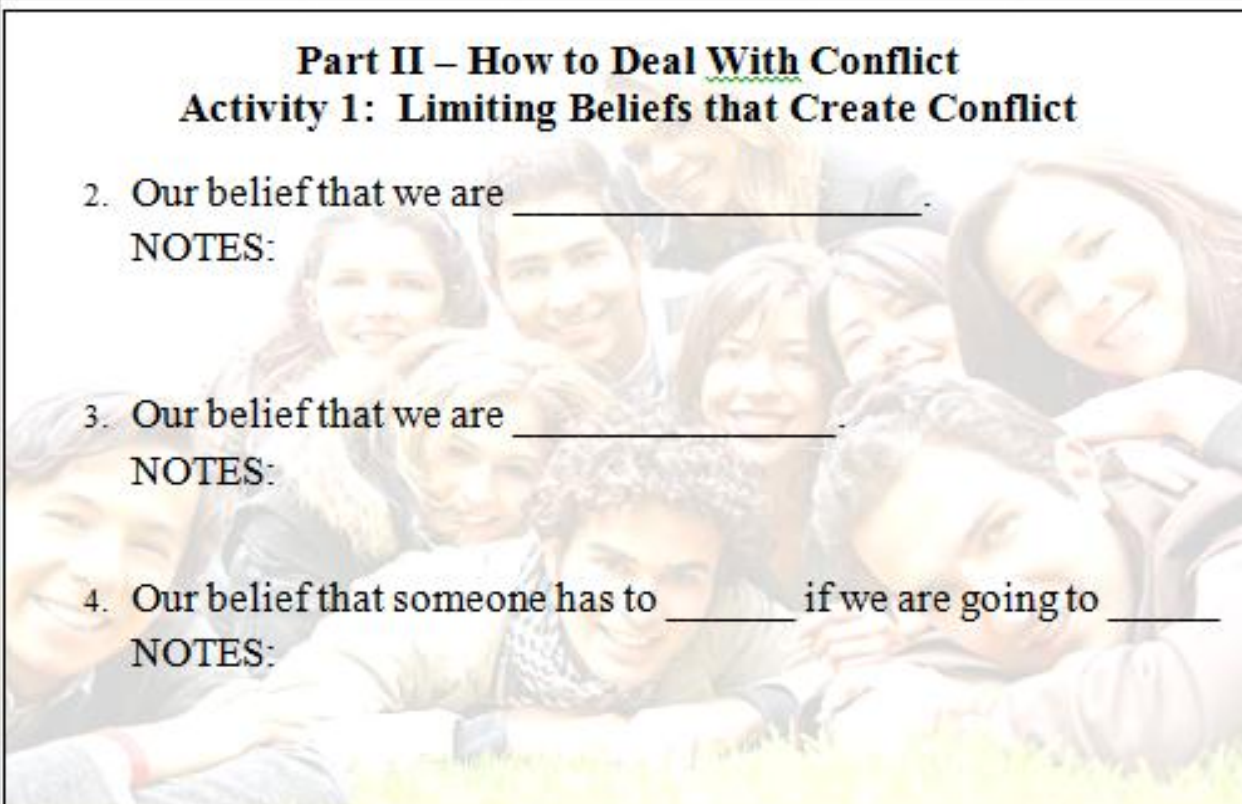
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Part II – How to Deal With Conflict
Activity 1: Limiting Beliefs that Create Conflict

2. Our belief that we are _____
NOTES:

3. Our belief that we are _____
NOTES:

4. Our belief that someone has to _____ if we are going to _____
NOTES:



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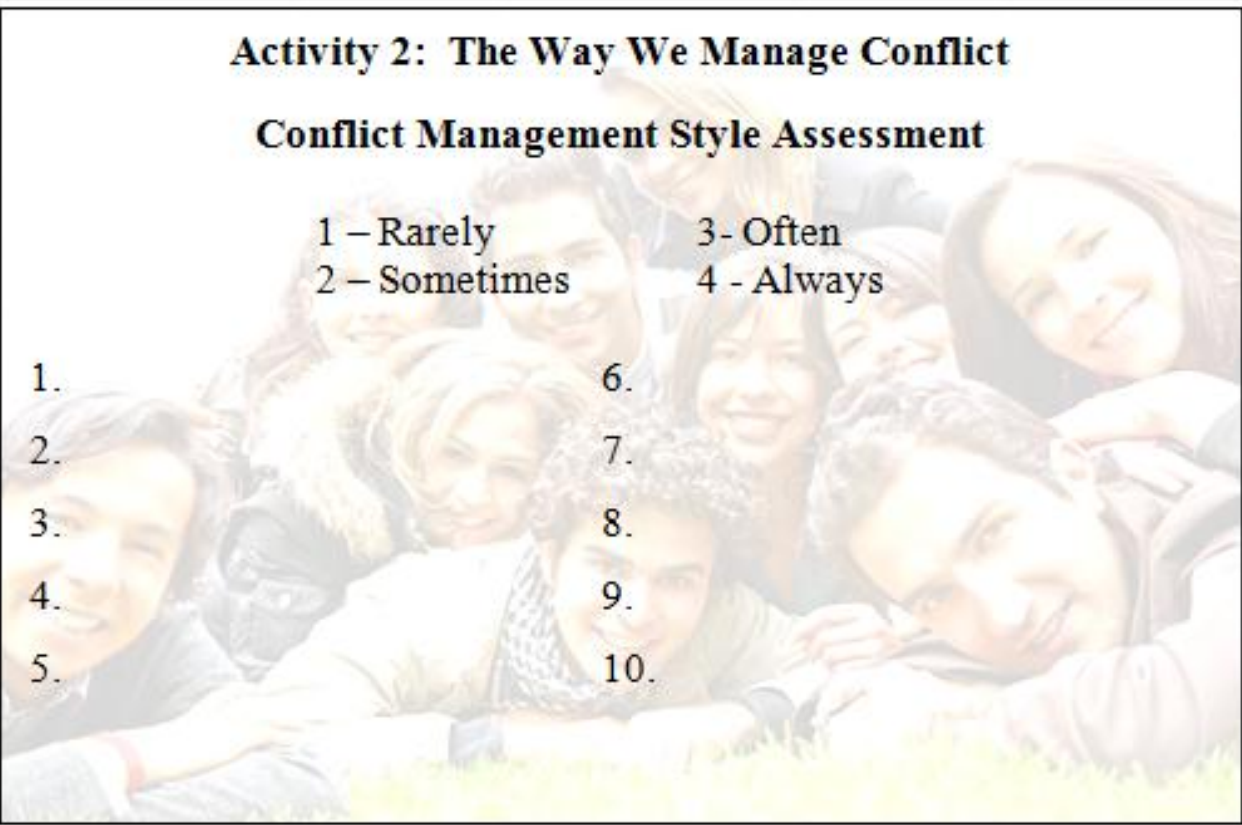
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Activity 2: The Way We Manage Conflict

Conflict Management Style Assessment

1 – Rarely 3 - Often
2 – Sometimes 4 - Always

1. 6.
2. 7.
3. 8.
4. 9.
5. 10.



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Conflict Management Styles

1. C _____


Pros: Goal oriented and _____

Cons: Likely breeds _____

2. A _____

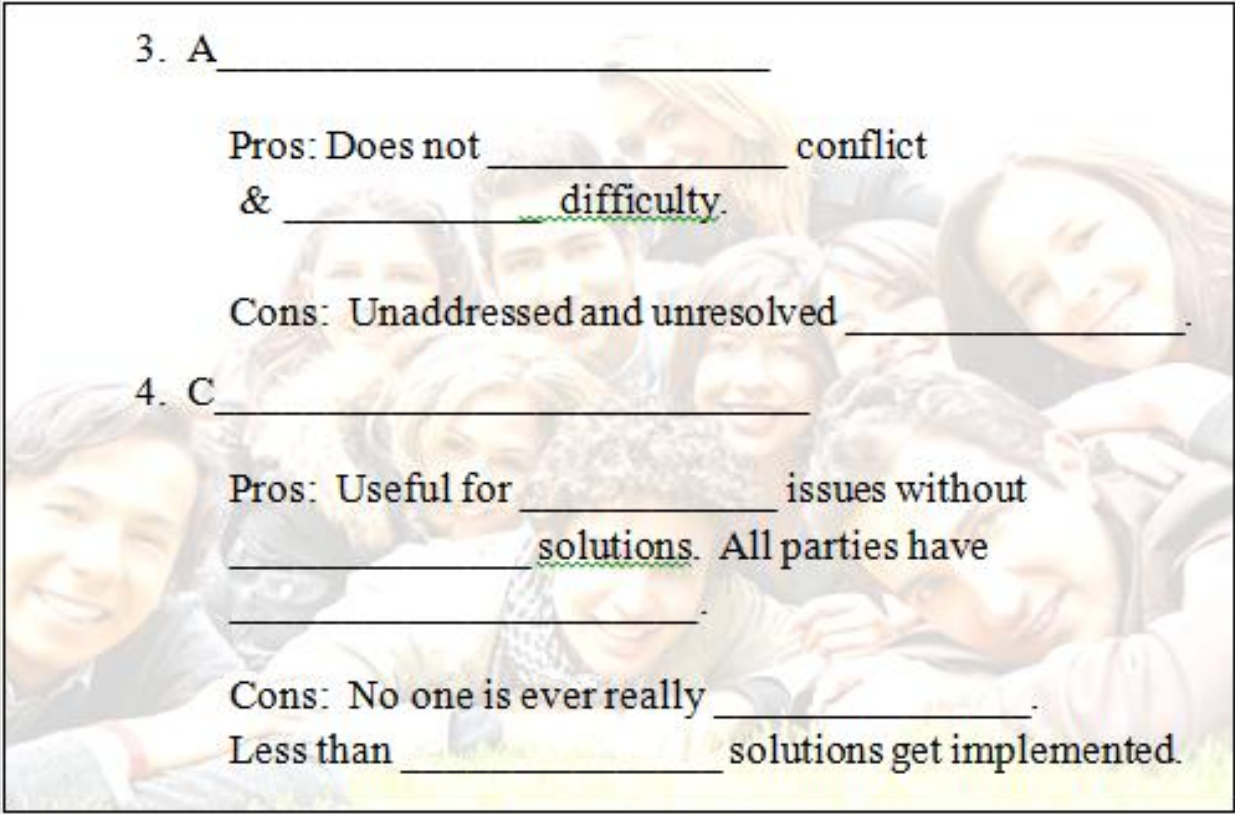
Pros: Preserved _____

Cons: _____ not addressed



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3. A _____

Pros: Does not _____ conflict
& _____ difficulty.

Cons: Unaddressed and unresolved _____.

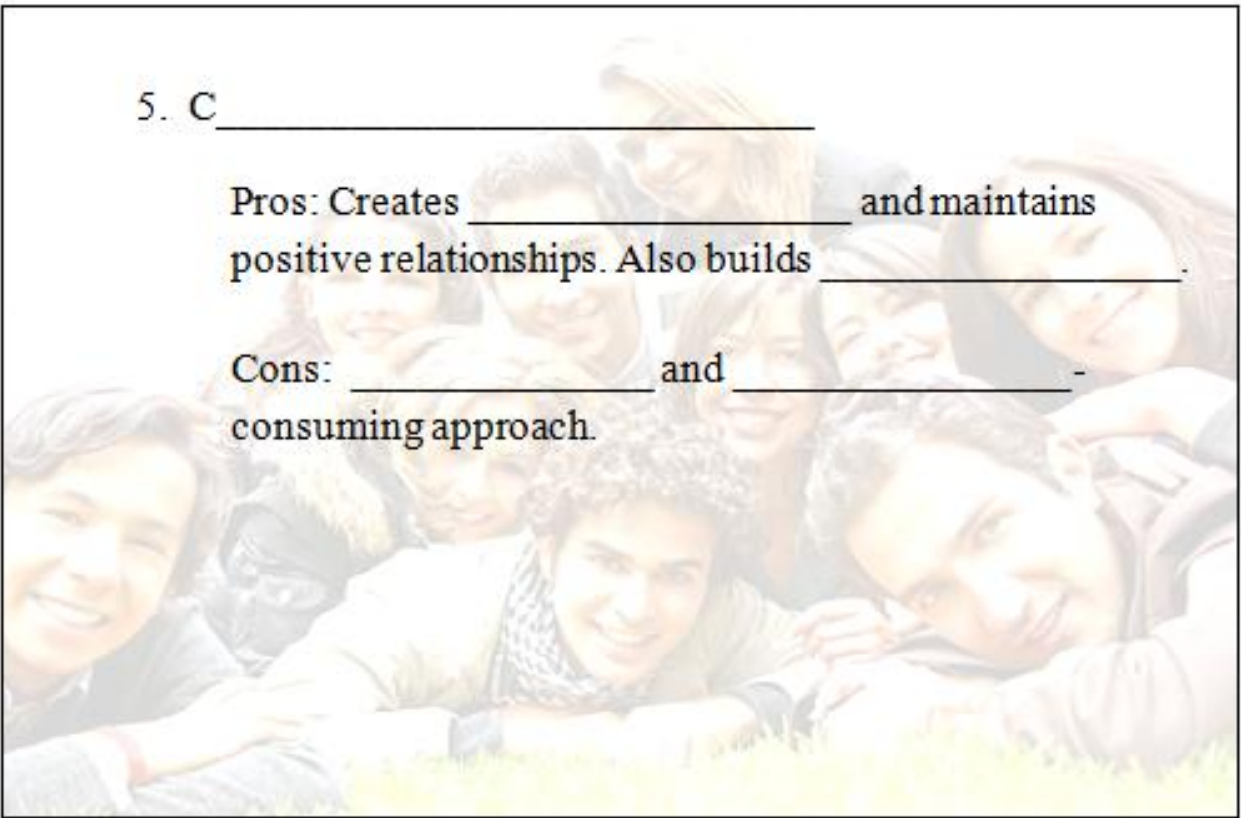
4. C _____

Pros: Useful for _____ issues without
_____ solutions. All parties have
_____.

Cons: No one is ever really _____.
Less than _____ solutions get implemented.

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5. C _____

Pros: Creates _____ and maintains positive relationships. Also builds _____.

Cons: _____ and _____ consuming approach.

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Activity 3: STEP in Conflict
STEP into Conflict

1. S- _____

2. T- _____

3. E - _____

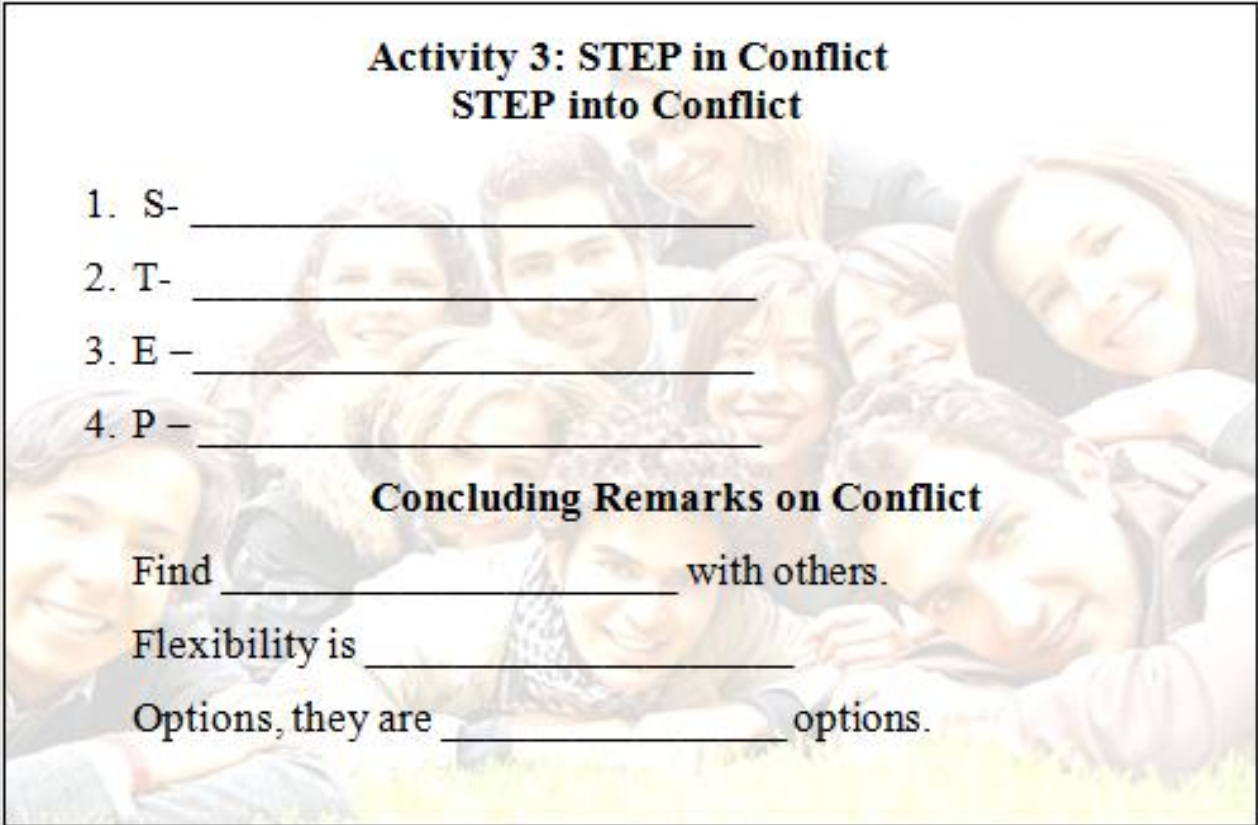
4. P - _____

Concluding Remarks on Conflict

Find _____ with others.

Flexibility is _____

Options, they are _____ options.

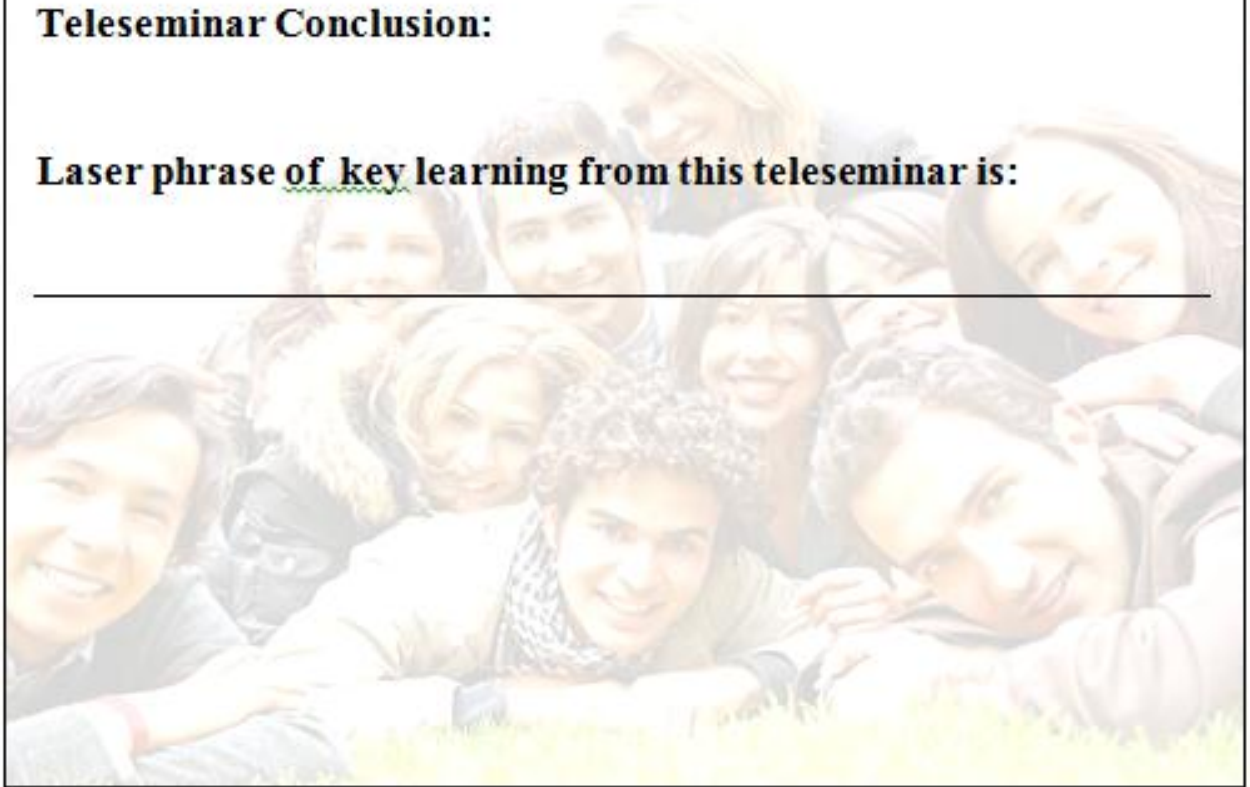


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Teleseminar Conclusion:

Laser phrase of key learning from this teleseminar is:



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Casey Communications Teleseminar Learning Guide Notes

I sincerely hope you found this teleseminar to be helpful in developing your communication skills.

You can find more tips on effective communication at <http://www.youtube.com/user/allie7287> .

Don't forget to pick up your FREE 6 –Part Audio Course, *The Power of Effective Communication*, by going to <http://www.communicationskillsuccess.com>.

For further information on coaching programs or hiring Allie as a speaker for your organization call:

407-313-4967 or visit: <http://www.alliecasey.com>.