You Can Run, But You Can’t Hide!

American Association of Orthodontics

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Conflict Resolution

“Why can’t I just straighten teeth?!”
“I wish they’d just get over it!

“Do what I say or you’ll get whacked!”
“Under pressure, we don’t rise to the challenge, we drop to our level of training.”
Three Steps to Change

1. Awareness
2. Action
3. Consistency

“Conflict is a mind/body experience.”

- Thomas Crum, Author of “The Magic of Conflict”
Two Psychological Ways of Being

1. Reactive
2. Responsive

The Truth about Conflict:

- Conflict is inevitable
- Conflict is normal
- Conflict is healthy
5 Top Reasons for Conflict

1. Personality clashes
2. Poor communication
3. Trust broke down
4. Teamwork is lacking
5. Not meeting goals

The Big Question is:

How are you going to work with this?
Take the Pledge!

The Pledge

I, ________, do solemnly swear

to remind myself, every single day,

that my life is a gift!

I am brilliant, talented, gorgeous
and fabulous!

I hereby commit to the daily
maintenance of my peacekeeping
skills.

I deserve it!
I am worth it!
I choose it now!
Handling Interpersonal Conflict:

1. Influence
2. Accept
3. Leave

Four Steps to Recalculating

1. Stop ("hello habit energy...")
2. Breathe (get centered)
3. Evaluate wisely (ask empowering questions)
4. Align Actions With Values
Five Questions to Increase Self-Understanding

1. What am I thinking?
2. What am I feeling?
3. What do I need?
4. What is my intention?
5. What is my desired outcome?