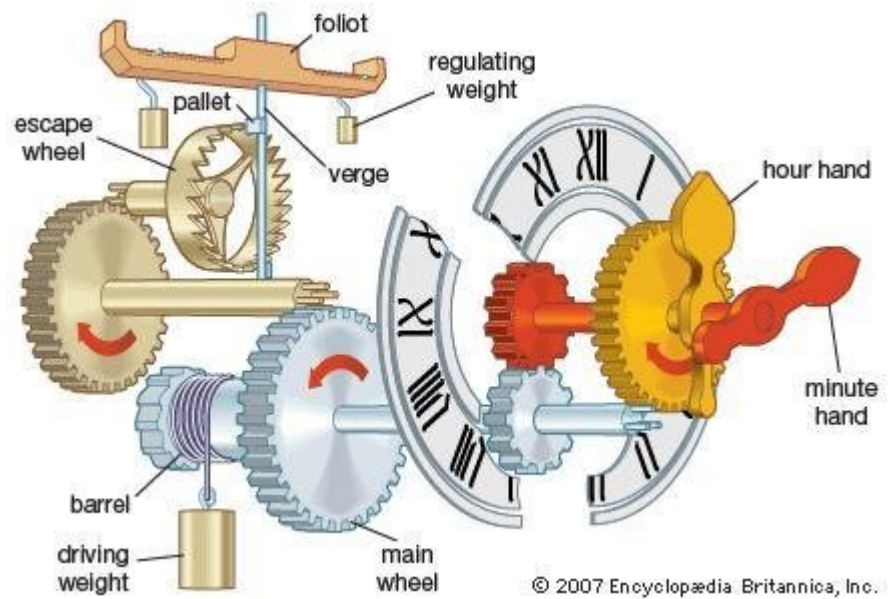


# Dealing With Conflict and Difficult Landowner

February 24, 2022

# No Excuses





Know Yourself



Assess Other's  
Approach

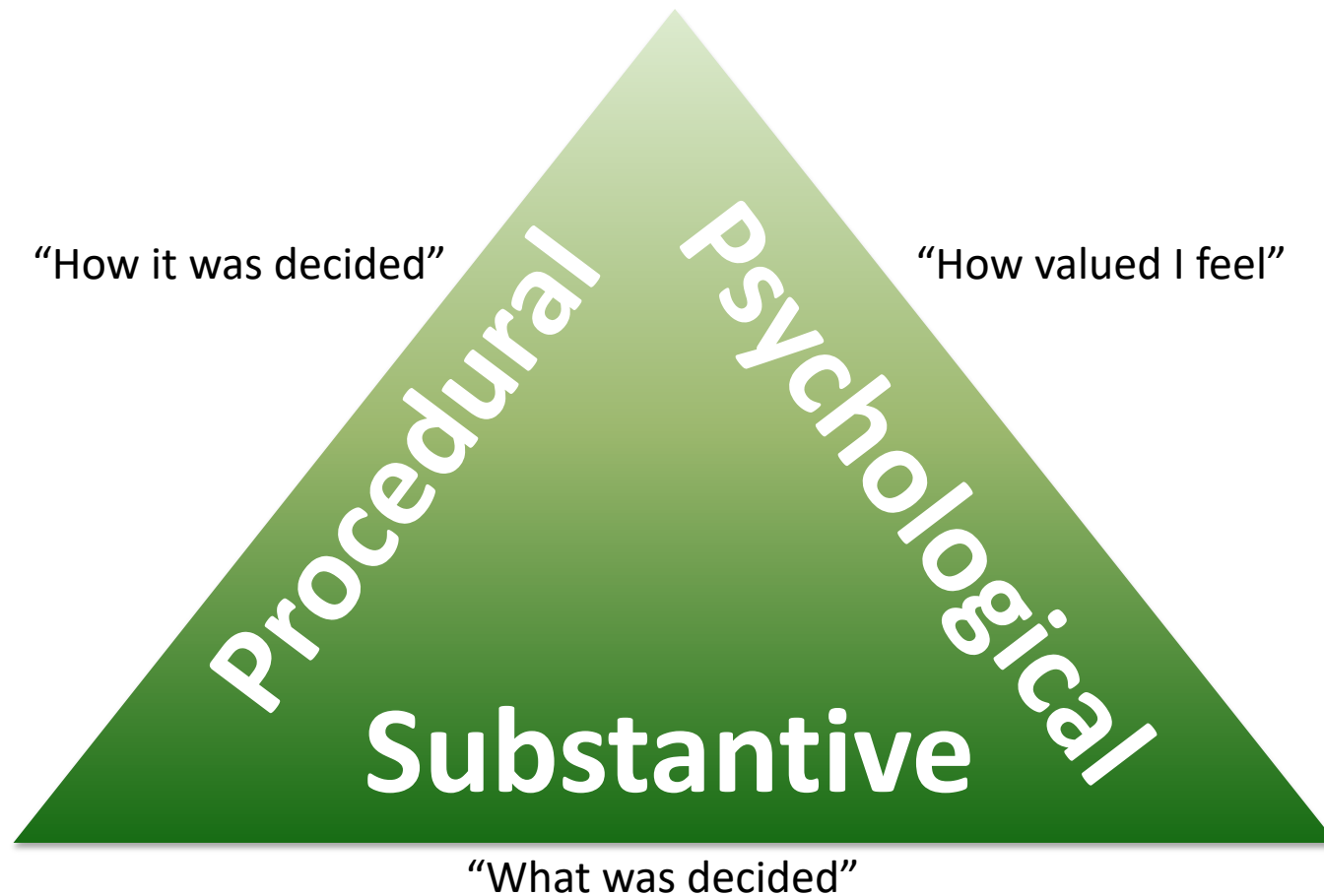


Adjust Your  
Approach

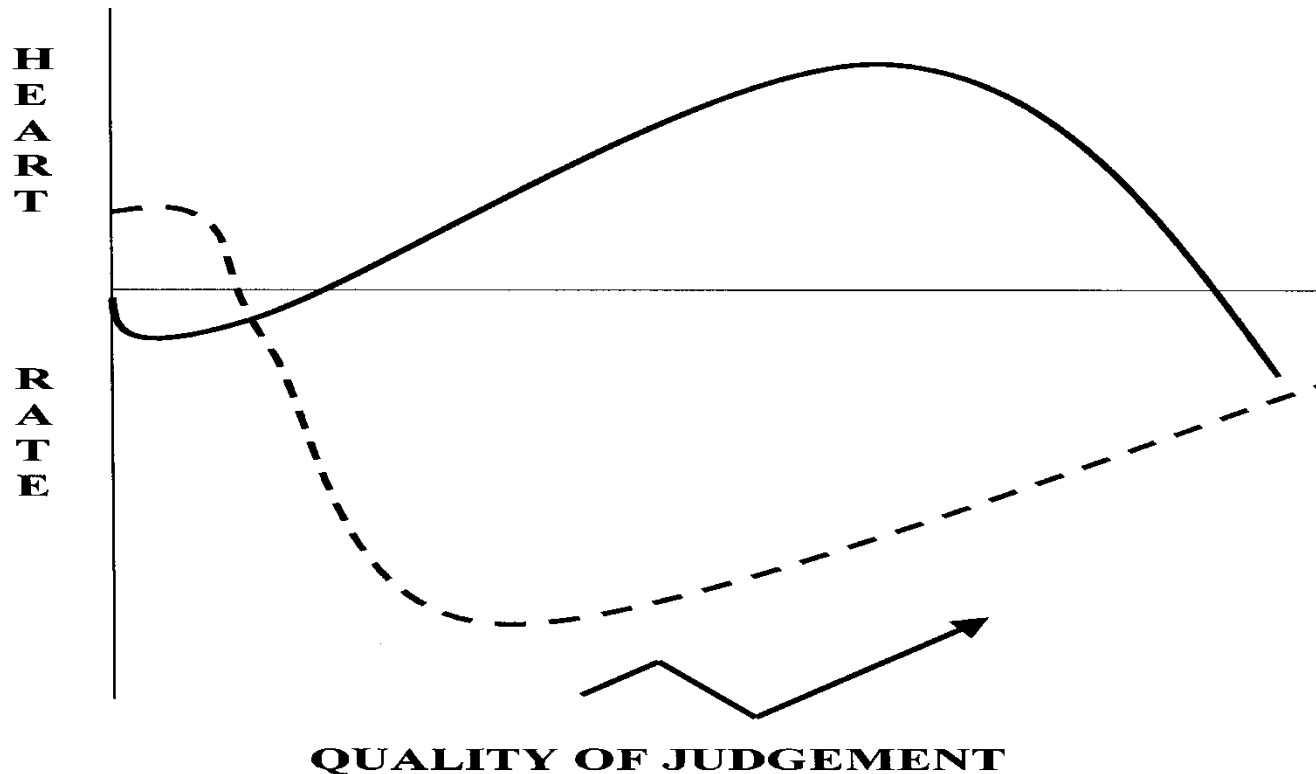
# Defensiveness

Constantly protecting oneself from criticism, exposure of one's shortcomings, or other real or perceived threat to ego.

# Satisfaction Triangle



# The Arousal / Anger Cycle



# Intent/Action/Impact

**Private** (internal processes)

**Public** (external processes)

## INTENT

The reason why someone does what they do.

**ASSUMPTIONS**

## IMPACT

How someone feels after the action, fuels the response.

## ACTION

What someone does.

PAST  
EXPERIENCES

EMOTIONS  
AND FEELINGS

BELIEFS AND  
VALUES

PREVIOUS  
RELATIONSHIP

CURRENT  
MOOD

STEREOTYPES  
AND BIASES



# Raising Issues

1. State the situation from your perspective. What has been your experience? **WHAT?**
2. What has been the significance or impact of the situation to you personally (use “I” language). **SO WHAT?**
3. Get a commitment to work to create a change that is acceptable for both of you. **NOW WHAT?**

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