

Simone Janson (ed.)

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# arguing

solve & avoid  
conflicts

Mediation conflict management  
non-violent communication, no fear  
of disputes & discussions,  
understand & accept different  
opinions in the team



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# Arguing. Solve & Avoid Conflicts

incl. Bonus

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# Imprint

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entrepreneurial activities, and the possibility to earn money with our publishing house - reading our books can provide you with financial benefits in various ways.

# Dealing with conflicts with flying colors: Breaking through blockades

// *By Dr. Matthias Nöllke*

The words are often missing in the case of unpleasant surprises. But why is that so? And by what means can you overcome and counteract blockades?

## How to break the blockade

Let's recall the factors that cause a block:

- Evil surprise: You did not expect that!
- Sovereignty is threatened: if you do not react, you look bad.
- Pace, pace: you have to do something very quickly.
- Crazy self-esteem: The others are strong, you feel weak.
- Drowning Syndrome: The more you defend yourself, the faster you go under.

This leads to several starting points for how you can get out of the blockade or not even enter into it.

## Be open to surprises

“It won't happen to me again! Next time I'll say this and that!” This is the usual reaction once we have digested the shock. We think we can prevent the blockade by preparing ourselves thoroughly.

By simply not being surprised, we plan ahead. After the pattern: If case A occurs, then I react with B. If a saleswoman protests me the saying x, then I counter with saying y.

## Build No Fortress

Unfortunately, we never meet a saleswoman who does us the favor of throwing us the very rudeness to which we could so masterfully respond. Instead something quite outrageous happens. Something nobody could expect ... And we're stuck again and blocked.

We cannot really protect ourselves by preparing for all eventualities. That only makes us inflexible. "Do not build a fortress" is an ancient Chinese wisdom about the art of war, because the fortress is rigid and includes us. Once the enemies have entered, the fortress becomes a deadly trap. That is one, the second: the world is full of surprises. We have to live with that. It is not always an unpleasant surprise ...