



Unweaving the Entanglement of Conflictual Interactions

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Fixed mindset vs growth mindset

Fixed mindset

- See your skills, attributes and identity as static and unable to change
- Always trying to prove themselves
- Overly concerned with how others see them
- Focused on avoiding repeating mistakes of the past
- Comfortable in past

Growth mindset

- Believe in their ability to evolve and change
- Willing to accept the risk of making mistakes for sake of self-improvement
- Seek constant improvement
- ***Curious of the future***

What is the real goal??

Achieve mutual understanding

Wandering into Wondering

- Wondering..."simple act of becoming informed."
 - Honors the informant
 - Reduces resistance
 - Increases cooperation
 - *Changes us* ...nicer people, better interventionist, better colleagues, better coordinators of care and services
- Facts:
 - The brain does not wonder on its own
 - It has to be a conscious choice
 - The brain can be trained to wonder

Five principles of constructive dialogue

- *Let go of winning*

- When one side wins and the other loses, defenses go up!
 - minimizes possibility of learning
 - often damages relationships

Enter conversation with:

intellectual humility

curiosity

goal to understand

Five principles of constructive dialogue

- *Share your story and invite others to do the same*
 - Research consistently demonstrates that people RARELY change their minds about deeply held beliefs because of facts
 - *Path to understanding---share personal experiences*
 - Focus on discussing issue through your own experience
 - Why is it important to you/them
 - How it affects you/them

Five principles of constructive dialogue

- *Ask questions to understand*

- Expressing intellectual humility through questions powerful way to deepen a conversation
- Questions can shut down as easily as promote
 - “How can you possibly think that?”
 - Leads to defenses up
 - “*Can you tell me more about what led you to this view?*”
 - Opens up conversation
 - Non-judgmental questions
 - Invite meaningful reflection

Five principles of constructive dialogue

- ***Acknowledge the role of emotions***

- Validating someone's feelings builds trust and mutual understanding
- Validation does not mean endorsing
 - Acknowledges their feelings
 - Makes them feel heard

Five principles of constructive dialogue

- *When possible, seek common ground*
 - Small things, like shared interests
 - Large things, like shared goals & agreement that a value matters
 - Leads to opportunity for additional points of connection