



# BRAVING THE CONFLICT ARENA

WORKBOOK



Welcome to our Braving the Conflict Arena online course. The program combines the work of Brené Brown on courage with the latest in conflict management research and practice.

Cherelle and I meet so many people in our work who either have the conflict knowledge and skills, but are not brave enough to use them at the right time; or who have a lot of courage, but not the knowledge or skills to use it effectively.

This course will help you develop both conflict knowledge and skills, along with the courage to use them appropriately, ensuring that conflict becomes an opportunity for learning, creativity and growth - not something to be afraid of.

Like all training programs, how much you get out of it is directly related to how much you put into it. We strongly encourage you to watch all the lessons, read all the additional materials, complete the activities in this workbook, and take any opportunity you can to practice what you learn with friends, family and colleagues.

While the course is fully flexible and designed to be completed in your own time and at your own pace, we want to reassure you that you are not on your own! Any time you have a question, please get in touch. We are always just an email away, and if we can't answer your question easily by email, we'll be in touch to schedule a phone or zoom conversation.

If you're keen to take your learning to the next level, we both offer small group and one-on-one coaching (in person and online) to support you to put your learnings into practice right away in your own particular context. If you are interested in this, please let us know.

Stay brave, and remember that conflict can be an opportunity if you manage it effectively!

Keep in touch!

A handwritten signature in black ink that reads "Cherelle".

Cherelle Witney  
[liftps.com](http://liftps.com)

A handwritten signature in black ink that reads "Samantha".

Dr Samantha Hardy  
[CCIAcademy.com](http://CCIAcademy.com)

# COURSE

# Overview

## MODULE

## COMPLETED

1. Key concepts

2. Values and integrity in conflict

3. Armour and boundaries in conflict

4. Curiosity and generosity in conflict

5. Conflict stories

6. Self-care in conflict

7. Your conflict courage plan

# IMPORTANT INFORMATION BEFORE YOU START

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# MODULE 3

ARMOUR AND BOUNDARIES  
IN CONFLICT

# MODULE THREE

## LESSONS

3.1

What is armour?

3.2

Typical conflict armour

3.3

Typical reactions to conflict

3.4

What are boundaries?

3.5

Setting boundaries in conflict

# LESSON 3.1

## WHAT IS ARMOUR?

What behaviours do I engage in that could be armour?

How do I think these behaviours protect me?

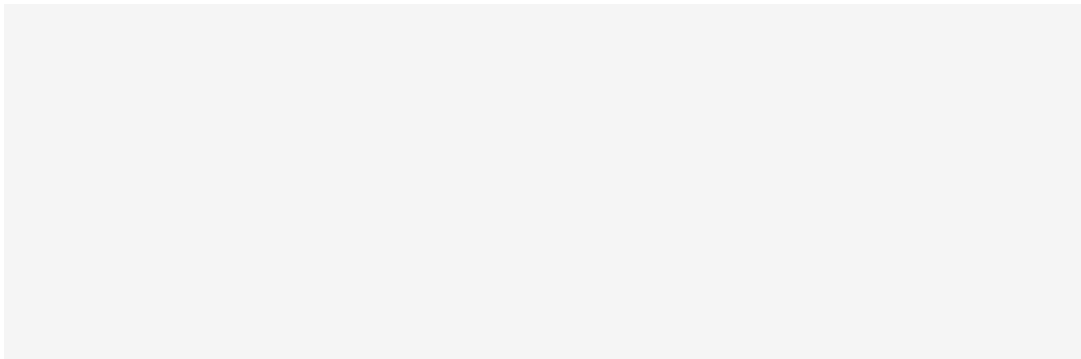
When are these behaviours helpful and when are they unhelpful?

# LESSON 3.2

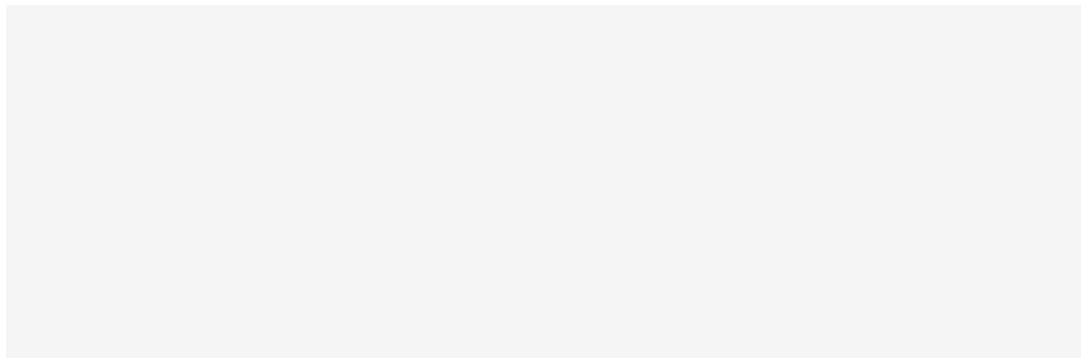
## TYPICAL CONFLICT ARMOUR?

**Think about conflicts that you have been involved in, or maybe some that you know you have coming up. Think about how you and the other people involved may have used armour.**

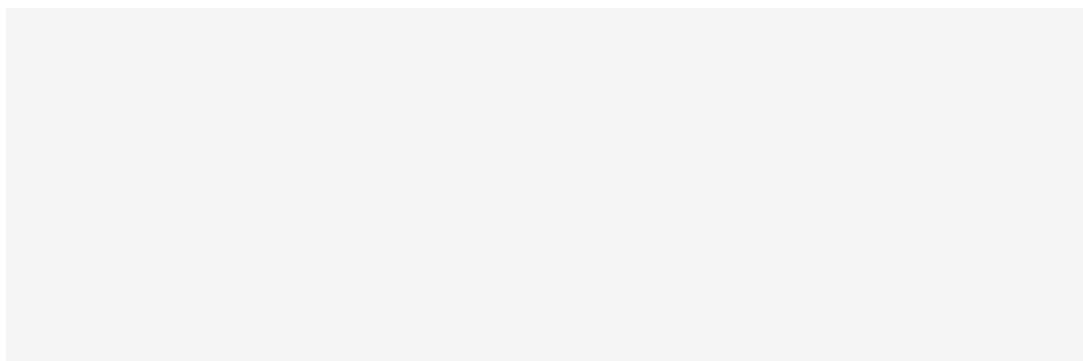
What are some things that you might typically do to try to protect yourself in conflict, but limit your capacity to engage constructively?



Think about behaviours that you have seen other people use in conflict that you have found unhelpful in constructively managing the conflict. How might those behaviours be a form of armour for the person/s involved?



What has been the impact of these armour-like behaviours on the conflict (in the short and long term)?





# LESSON 3.3

## REACTIONS TO CONFLICT

### Feel the fear and do it anyway - Susan Jeffers

#### Level 1 Fears

##### Those that happen

- Aging
- Becoming disabled
- Retirement
- Being alone
- Children leaving home
- Natural disasters
- Loss of financial security
- Change
- Dying
- War
- Illness
- Losing a loved one

##### Those requiring action

- Going back to school
- Making decisions
- Changing a career
- Making friends
- Ending or beginning a relationship
- Having a child
- Asserting oneself
- Losing weight
- Being interviewed
- Driving
- Public speaking
- Making a mistake
- Intimacy

#### Level 2 Fears

- Rejection
- Success
- Failure
- Being vulnerable

- Being conned
- Helplessness
- Disapproval
- Loss of image

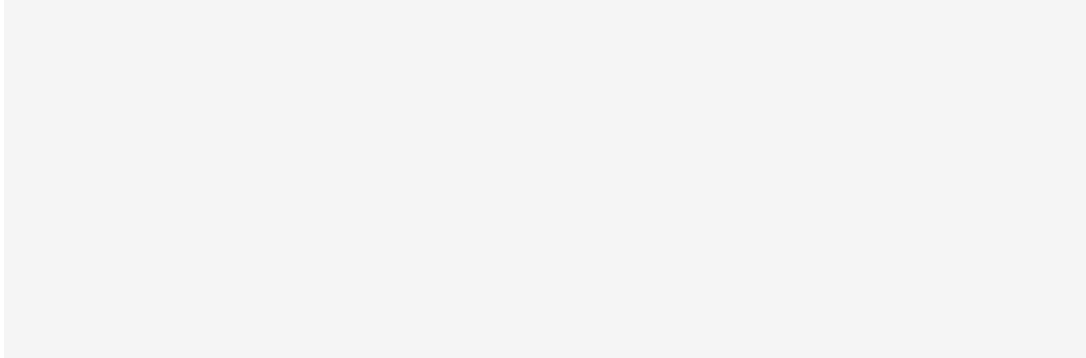
#### Level 3 Fears

I can't handle it!

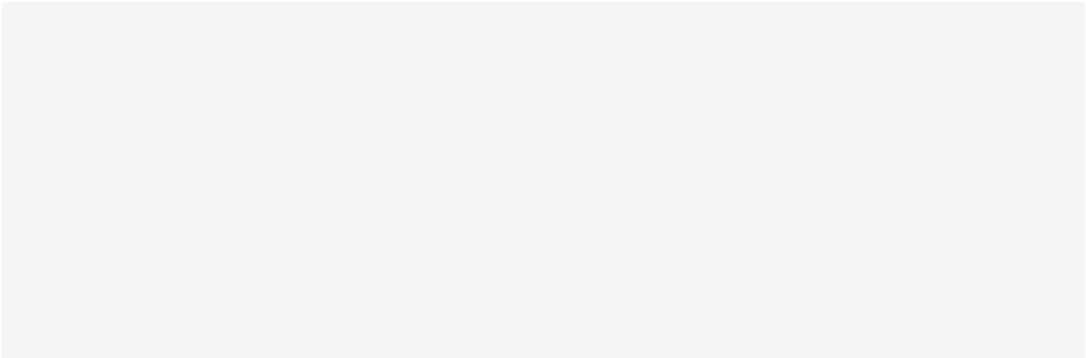
# LESSON 3.3

## REACTIONS TO CONFLICT

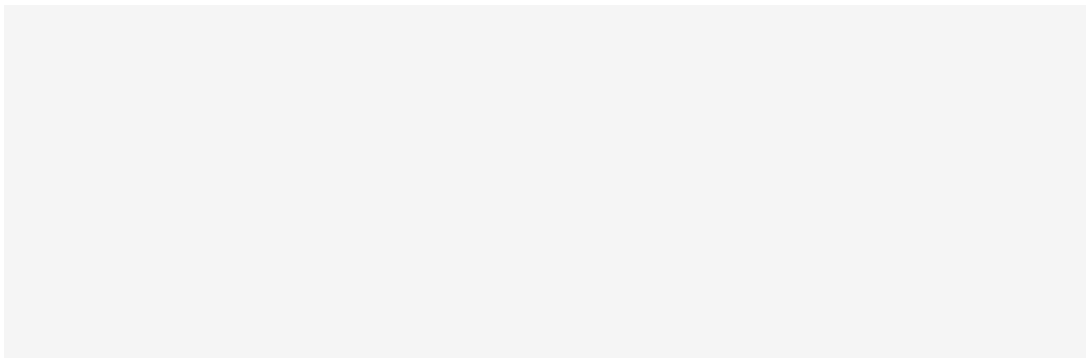
What is my usual (default) reaction to conflict? Does this vary in different contexts (e.g. family / workplace)?



Which of the three common reactions to conflict do I see from my friends, family and colleagues?



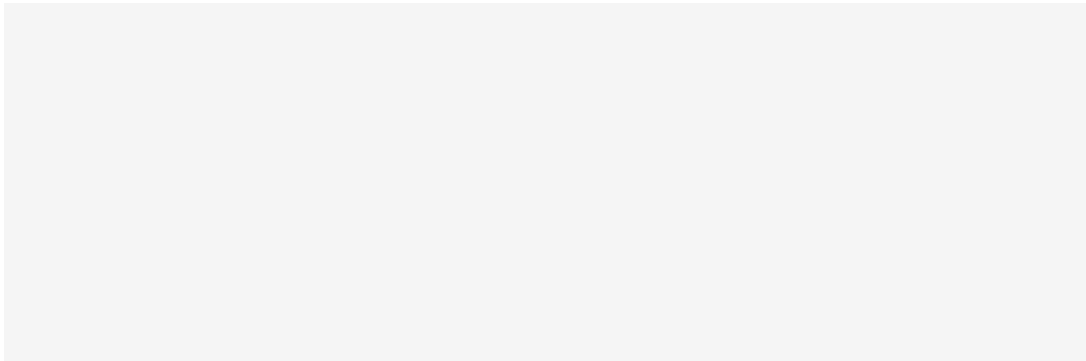
What is my fear about conflict and how will I talk about this with someone I trust?



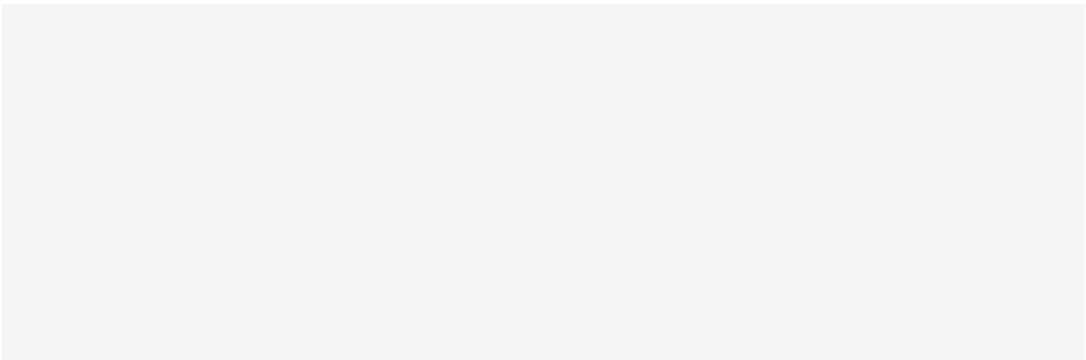
# LESSON 3.4

## BOUNDARIES

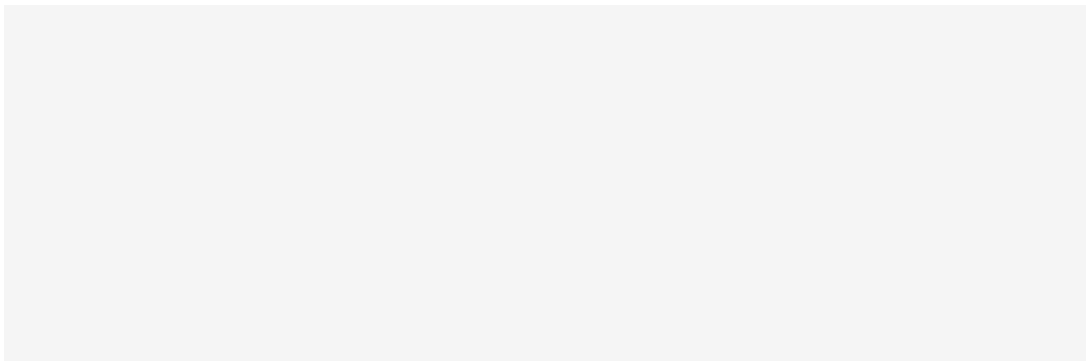
What is ok and what is not ok for me in conflict?



How will I share my boundaries in conflict rather than armour up?



Which of my values strengthen my resolve to set boundaries to create a more compassionate approach to others and myself?

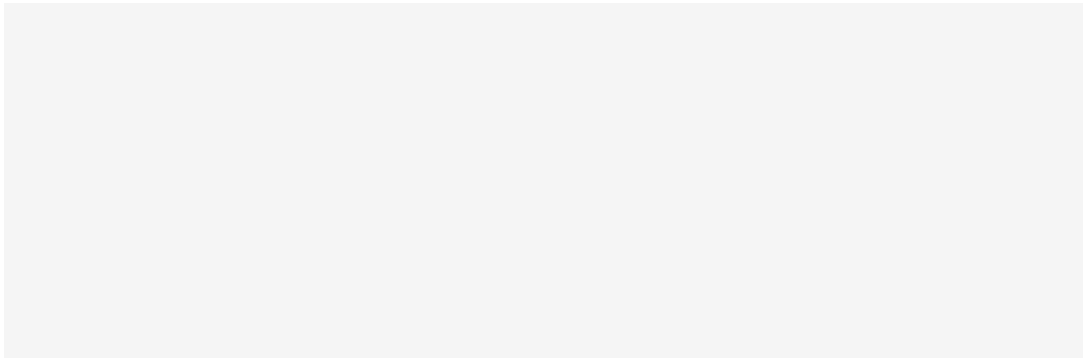


# LESSON 3.5

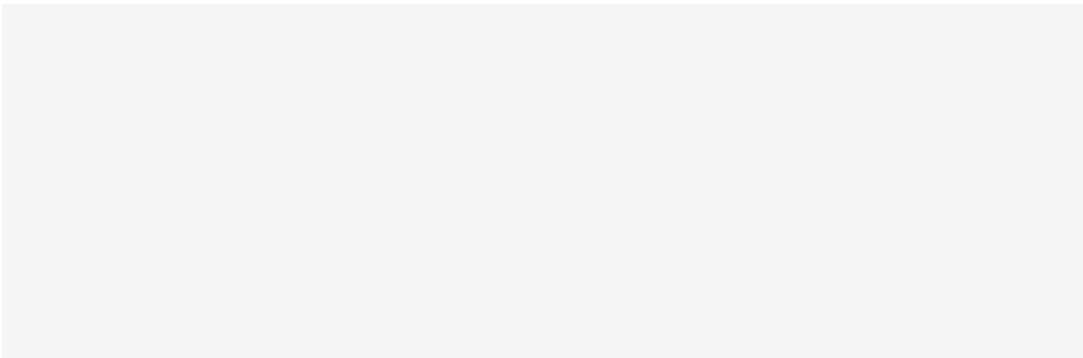
## SETTING BOUNDARIES IN CONFLICT

**Think about conflicts that you have been involved in, or maybe some that you know are coming up.**

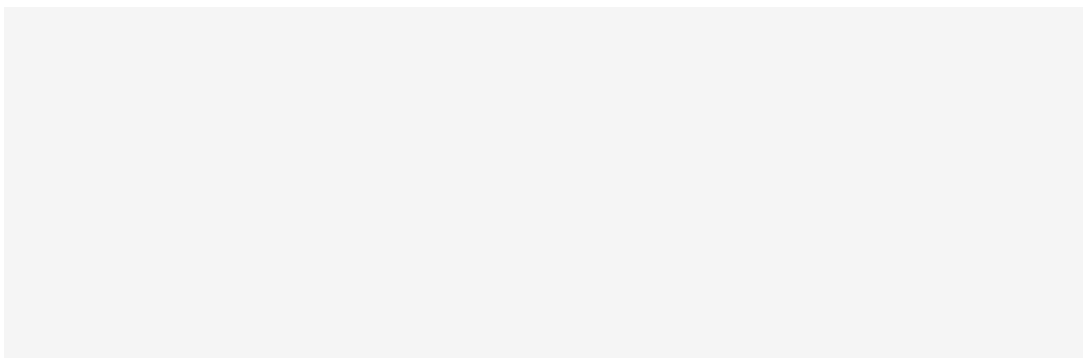
What are some protective boundaries that you have (or could have) put in place in conflicts in the past that supported you to engage constructively?



What sort of boundaries have you noticed others putting in place in conflicts that have supported them to engage constructively?



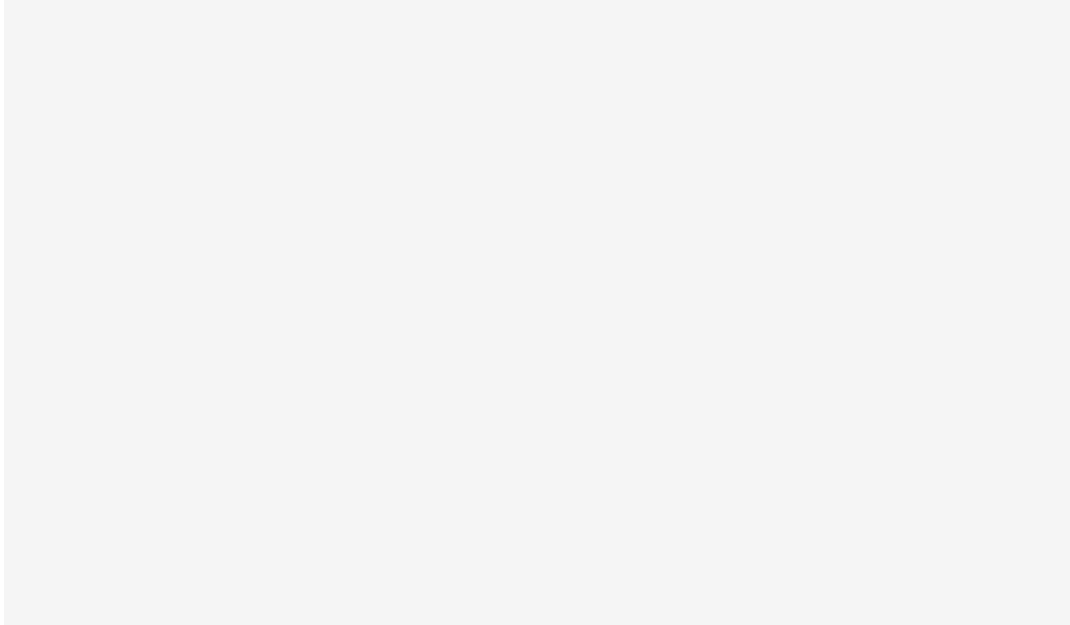
What sort of boundaries could you offer others in conflict when you notice them armouring up?



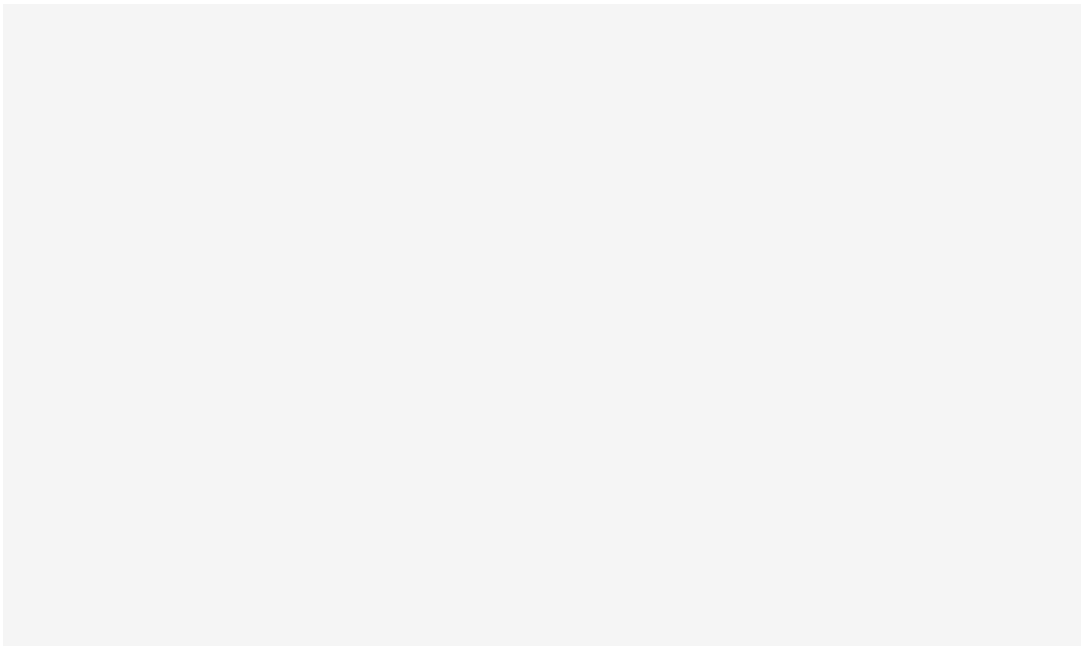
# LESSON 3.5

## SETTING BOUNDARIES IN CONFLICT

What are some examples of **SUBSTANTIVE** boundaries (i.e. around the content of a conflict discussion) that you could put in place? How would these support you?



What are some examples of **PROCESS** boundaries (i.e. around the way in which a conflict interaction takes place) that you could set? How would these support you?



# Extra Resources



THE VULNERABILITY ARMORY, CHAPTER 4 IN  
DARING GREATLY

By Brené Brown



BOUNDARIES FOR LEADERS

By Henry Cloud



BRENÉ BROWN ON BLAME

[https://youtu.be/RZWf2\\_2L2v8](https://youtu.be/RZWf2_2L2v8)



BRENÉ BROWN ON FEAR AND ARMOUR

<https://youtu.be/7LbI19ZiMI>



BRENÉ BROWN ON DIFFERENT TYPES OF  
ARMOUR

<https://youtu.be/ht5dDInnTzM>



BRENÉ BROWN ON BOUNDARIES

<https://youtu.be/-WpdsRPzKco>