



**Managing Conflict Situations with Finesse**

Dana Garnett  
Mediator & Conflict Resolution Specialist

*M*  
MINDFULSTRATEGY © 2023 Dana Garnett - All rights reserved ITA Conference 2023

---

---

---

---

---

---

---

---

1



**A bit about me...**

- CPA turned Mediator for court-ordered family and civil cases
- 22+ years' experience with diverse cultures across six continents including with The Coca-Cola Company
- Experienced quick *posttraumatic growth* and *tragic optimism* from embittered divorce.
- My personal mission is to help people find swift resolution to deep internal and external conflict with lasting peace.
- My professional mission is to help family business partners resolve serious conflict and save their business and relationships.

*M*  
MINDFULSTRATEGY © 2023 Dana Garnett - All rights reserved ITA Conference 2023 2

---

---

---

---

---

---

---

---

2



**One of My Mediator Mantras**

“The goal is not to try to avoid conflict – conflict is inevitable. The goal is to avoid *unnecessary* conflict.”

*M*  
MINDFULSTRATEGY © 2023 Dana Garnett - All rights reserved ITA Conference 2023 3

---

---

---

---

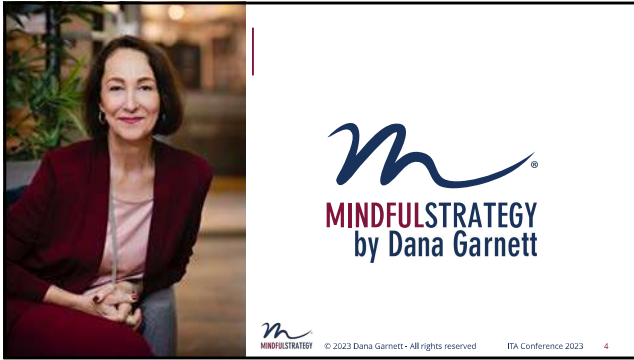
---

---

---

---

3



4

---

---

---

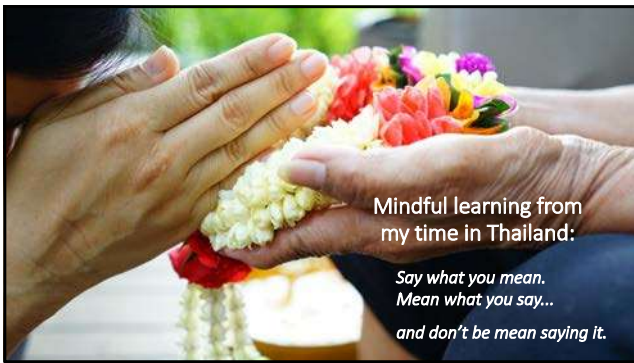
---

---

---

---

---



5

---

---

---

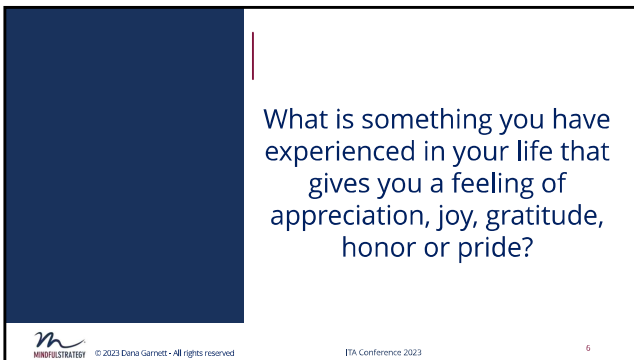
---

---

---

---

---



6

---

---

---

---

---

---

---

---

Some Basics for Greater Ease of Communication

Any kind of Effective Communication comes down to:

1. Guess work.
2. No judgment.
3. Them first. Then you.

MINDFULSTRATEGY © 2023 Dana Garnett - All rights reserved ITA Conference 2023 7

---

---

---

---

---

---

---

---

7

Some Basics for Greater Ease of Communication

Connection is Everything

The greater the ease of communication, the less conflict. The less conflict, the:

- more time and money saved
- less stress on your relationships
- less stress on your health.

MINDFULSTRATEGY © 2023 Dana Garnett - All rights reserved ITA Conference 2023 8

---

---

---

---

---

---

---

---

8

The Affects of Stress

A slippery slope...

- Ongoing relational tension - with self and others - creates **stress**.
- Stress creates a state of **dis-ease**.
- And a constant state of stress over time can lead to debilitating **disease**.

MINDFULSTRATEGY © 2023 Dana Garnett - All rights reserved ITA Conference 2023 9

---

---

---

---

---

---

---

---

9

**The Affects of Stress**

A slippery slope...

Fear - Anger - Resentment  
Depression - Incessant Worry

These and many other negative emotions that are forms of stress are simply **hurried aging**.

MINDFULSTRATEGY © 2023 Dana Garnett - All rights reserved ITA Conference 2023 10

---

---

---

---

---

---

---

---

10

**How to Prevent Stress and Hurried Aging**

Understand the Physiological Effects of Stress

MINDFULSTRATEGY © 2023 Dana Garnett - All rights reserved ITA Conference 2023 11

---

---

---

---

---

---

---

---

11

**Domains of Resilience**

- Physical flexibility**
  - Endurance
  - Strength
- Emotional flexibility**
  - Positive outlook
  - Self-regulation
- Mental flexibility**
  - Attention span
  - Ability to focus
  - Incorporate multiple points of view
- Spiritual flexibility**
  - Commitment to values
  - Tolerance of others' values & beliefs

MINDFULSTRATEGY © 2023 Dana Garnett - All rights reserved ITA Conference 2023 HeartMath Certified Trainer © 2003-2019 HeartMath 12

---

---

---

---

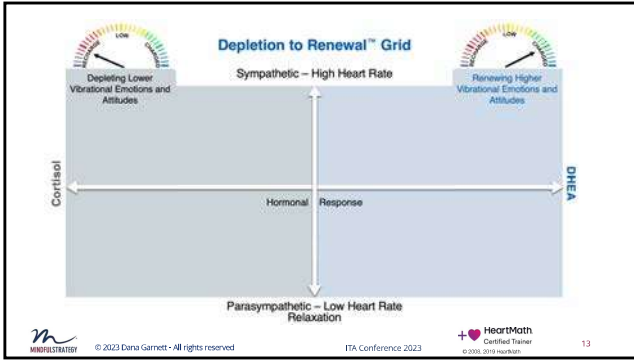
---

---

---

---

12




---

---

---

---

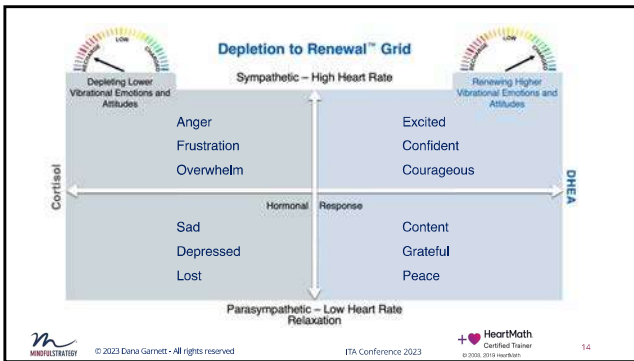
---

---

---

---

13




---

---

---

---

---

---

---

---

14

What is something you have experienced in your life that gives you a feeling of appreciation, joy, gratitude, honor or pride?

© 2023 Dana Garnett - All rights reserved. ITA Conference 2023.

---

---

---

---

---

---

---

---

15

Quick Coherence® Technique

(Guided process)

MINDSTRATEGY © 2023 Dana Garnett - All rights reserved ITA Conference 2023 + HeartMath Certified Trainer © 2008, 2019 heartM 16

---

---

---

---

---

---

---

---

16

Quick Coherence® Technique

**Step 1: Heart-Focused Breathing**  
*Helps you center and achieve coherence.*  
 Focus your attention in the area of the heart. Imagine your breath is flowing in and out of your heart or chest area, breathing a little slower and deeper than usual.

**Step 2: Activate a positive or renewing feeling.**  
*Helps you reach a deeper level of coherence.*  
 Make a sincere attempt to experience a regenerative feeling such as appreciation or care for someone or something in your life.

MINDSTRATEGY © 2023 Dana Garnett - All rights reserved ITA Conference 2023 + HeartMath Certified Trainer © 2008, 2019 heartM 17

---

---

---

---

---

---

---

---

17

Immediate Effect of Quick Coherence®

MINDSTRATEGY © 2023 Dana Garnett - All rights reserved ITA Conference 2023 + HeartMath Certified Trainer © 2008, 2019 heartM 18

---

---

---

---

---

---

---

---

18

### How Coherence Helps Manage Conflict with Finesse

When it comes to the basic of Effective Communication:

- 1. **Guess work** around what someone is feeling or needing is enhanced; coherence opens up greater awareness.
- 2. **No judgment.** Much easier not to judge someone when you realize you're just raising your cortisol level when you do.
- 3. **Them first. Then you.** Though seemingly counterintuitive, you're putting yourself first, and coherence provides a pause.



© 2023 Dana Garnett - All rights reserved

ITA Conference 2023

19

19

---

---

---

---

---

---

---

---



20

---

---

---

---

---

---

---

---



21

---

---

---

---

---

---

---

---



22

---

---

---

---

---

---

---

---



23

---

---

---

---

---

---

---

---



24

---

---

---

---

---

---

---

---