



Hot Buttons

How to Resolve Conflicts and Cool Everyone Down

Review by Frumi Rachel Barr, MBA, PhD

Author: Sybil Evans and Sherry Suib Cohen

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Author bio and credits: Sybil Evans is a nationally recognized specialist in conflict resolution and diversity issues. She is known as the “Conflict Coach”. She is a widely sought after trainer and speaker who enriches the relationship skills of individuals and Fortune 500 companies.

Author's main point (what will you remember about this book?) The author helps you recognize what pushes your hot buttons and how to turn them off. She offers a five-step formula to resolve conflicts.

A few supporting ideas (ideas which support the main point):

- Conflict resolution is the art of teaching angry people to settle their difference creatively
- A hot button is an emotional trigger, which causes your ability to assess a situation and decide how to react in a way that will do you the most good, is obstructed.
- There are many different expressions of a pushed hot button – explosive anger, contemptuous and, revengeful anger, repressed anger and expressed anger.
- A sense of conflict is behind a pushed button – when conflict is harnessed it can be a gift of energy.
- It’s important to know what your conflict style is: Before you can turn off your buttons, you have to be clear about what’s turning them on and how you’ll probably respond.
- The Five-Step Formula
 1. Watch the play – Step back and join the audience in order to create an attitude of detachment and objectivity.
 2. Confirm – Confirm the validity of their point of view as confirming and validating others brings a measure of calm to your antagonist.
 3. Get more information – steer the situation towards more understanding by asking your opponent open-ended questions.
 4. Assess your own interests and needs – Your turn to discuss the situation from your perspective after he’s gotten his point of view all out.
 5. Find common ground for a solution - identify issues of mutual concern and common interest to resolve the conflict.

- Think win/win – in a conflict everyone needs to feel like a winner for resolution to occur.
- Compromise – people compromise too soon and then feel dissatisfied
- Collaboration – where we go beyond each of our hard-and-fast positions to look at the under-lying needs, perceptions, and concerns of everyone involved – brings us to a win/win position which feels much better than compromising and certainly better than losing.
- Between lovers, hot buttons are raw, emotions more heightened.
 1. Lovers have road maps to each other's hot buttons
 2. Neither is the boss
 3. You both have unreasonable expectations
 4. You wear masks

The anatomy of a conflict

1. Position – views and demands
2. Needs
3. Values
4. Assumptions
5. Expectations

Other subjects covered are:

- Hot Buttons & the family
- Hot Buttons & children
- Hot Buttons & friendship
- Hot Buttons and the workplace

Reviewer's recommendation: A good practical way for the average individual to recognize their hot buttons and resolve conflicts within the workplace or family.

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About the reviewer: Frumi Rachel Barr, MBA, PhD

Many CEO's find themselves asking "What now?" to sensitive situations that only an experienced former CEO can understand. Frumi is brought in to solve problems and often remains to work with you, as your confidante and secret weapon. She has an uncanny knack of getting to the heart of your corporate climate and maximizing your team's performance, profitability and sustainability.

To schedule a free ***Break From the Pack to Success*** consultation email ceoconfidante@frumi.com or call 949-729-1577