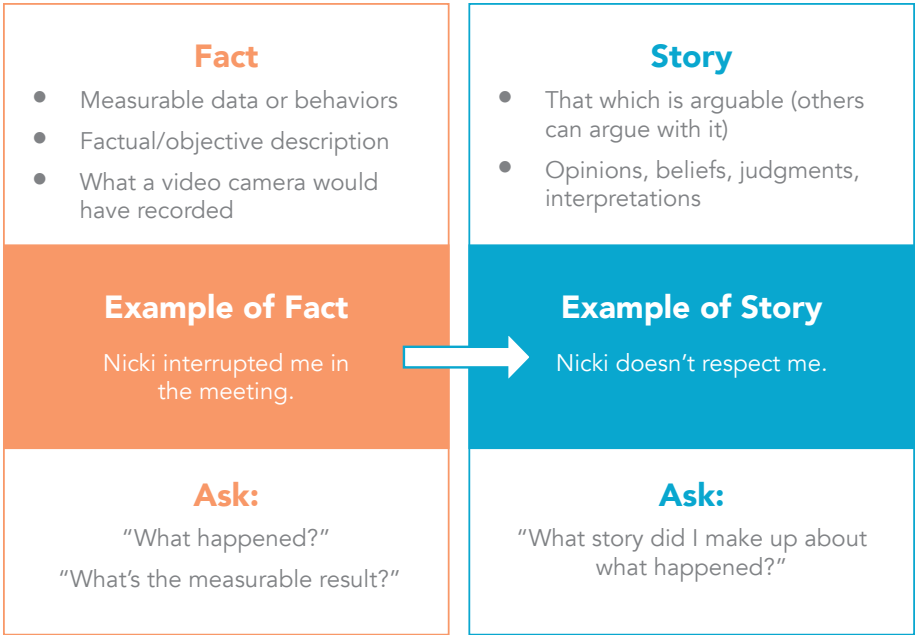


Resolving Conflict

In order to approach conflict from a state of healthy responsibility and creativity, the first steps are to:

1. Separate fact from "story"



2. Get curious about your part

Ask: "I wonder how I helped create this conflict?"



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A Collaborative Approach to Conflict

Follow these steps to navigate conflict swiftly and creatively:

STEP 1	Acknowledge the behavior that you don't like (described as a fact)
STEP 2	Express the feeling(s) you have (e.g. sad, angry, scared)
STEP 3	Share the story you made up about the behavior
STEP 4	Claim your part in creating the conflict
STEP 5	Make a request (may be a change in behavior, a new agreement, etc.)

Example of a Collaborative Approach to Conflict:

Buck, I notice you set the date for our company retreat without asking me if I was available. I feel angry and sad. The story I make up is that you regularly make impulsive decisions without including me or thinking through the consequences. My part in creating this issue is I also make impulsive decisions that affect you, and without running them by you first. I justify my own decisions but not yours. My request is that you and I establish and use a decision-making framework for our important decisions.

The **behavior**: scheduling an event without checking my availability

The **feeling**: angry and sad

The **story**: you ignore the consequences of making decisions without my input

My part in **creating** the conflict: I've done the very same behavior

The **request**: adopt a decision-making framework for important decisions



Adapted from The Conscious Leadership Group