

Preparing to Resolve Conflict Worksheet

When preparing to resolve a conflict with another person, an important prerequisite step is to distinguish between facts and stories. To do so, follow the instructions below:

1. Consider the conflict you'd like to resolve.
2. In the left column, record what happened. Be sure to capture the facts of what occurred, while avoiding arguable language (e.g. always/never). A helpful tip to determine the facts: focus on what a video camera would have recorded.
3. In the right column, write the story/stories you made up about the facts that took place.

Facts

What happened? What's the behavior you noticed?
What would a video camera have recorded?

Stories

What story/stories did you make up about what happened?

Adapted from The Conscious Leadership Group

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Collaborative Approach to Conflict Steps

Now that you've identified your facts vs. stories on the previous page, prepare your thoughts for each step in the Collaborative Approach to Conflict process below. Use the sentence starters you'll find in the right column, and be succinct.

<p>STEP 1: Acknowledge the behavior that you don't like (described as a fact)</p>	<p>I notice...</p>
<p>STEP 2: Express the feeling(s) you have (e.g. sad, angry, scared)</p>	<p>I feel/felt...</p>
<p>STEP 3: Share the story you made up about the behavior</p>	<p>The story I made up is...</p>
<p>STEP 4: Claim your part in creating the conflict</p>	<p>My part in creating this conflict is...</p>
<p>STEP 5: Make a request (may be a change in behavior, a new agreement, etc.)</p>	<p>Would you be willing to...</p>

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