

Conflict RESOLVED BluePrint

Remember 4+3+2 Essentials

4 Critical Principles	3 Cardinal Rules	2 Skills	5 Styles
<ul style="list-style-type: none"> ·RELATIONSHIPS: WE, not just ME ·FUTURE: The Past is OVER ·FREEDOM: Don't try to change them ·KINDNESS: Kindness instead of winning 	<ul style="list-style-type: none"> ·SLOW the emotions down ·TALK until a solution is found ·Seek TWO-sided solutions 	<ul style="list-style-type: none"> ·Listening ·Asking Questions 	<ul style="list-style-type: none"> ·Accommodating ·Avoiding ·Collaborating ·Competing ·Compromising

Evaluate the Conflict: Questions...

Conflict	You	Them	Meeting
<ul style="list-style-type: none"> ·What is it about? ·What are the components? ·How will it impact the relationship? ·Will we 1) battle until the other changes? 2) disagree and end relationship, 3) disagree and keep relationship 4) resolve and keep relationship 5) resolve and end the relationship 	<ul style="list-style-type: none"> ·What was my role, contribution? ·What resolution do I want? ·What are my needs, goals? ·Do I need them? ·Are my expectations reasonable? ·What misperceptions might they have of me? 	<ul style="list-style-type: none"> ·Am I defining them by their negative behavior? ·What are their needs? ·Do I understand their side? ·What misperceptions might I have of them? ·What buttons do they have? 	<ul style="list-style-type: none"> ·What Method? ·What Time? ·What Location?

Set the Ground Rules

3 Cardinal Rules	General Rules		Good Values
<ul style="list-style-type: none"> ·SLOW the emotions down ·TALK until solution is found ·Seek TWO-sided solutions 	<ul style="list-style-type: none"> ·Be Clear ·"Speak to the center of the room" ·No attacking or blaming ·One person speaks at a time 	<ul style="list-style-type: none"> ·Look at each other when speaking ·All ideas as valid when presented ·Build on each other's ideas ·Explore each idea 	<ul style="list-style-type: none"> ·Be Fair ·Be Honest ·Be Responsible ·Be Respectful ·Be Considerate

Open the Conversation

Open and honest about seeking a solution	Partner with them; create a WE atmosphere	Encourage options through shared effort	Narrow the scope – agreement on everything is not required
--	---	---	--

Listen and Clarify

Focus only on them	Observe what they say	Seek facts with good questions	Summarize; check what you heard	Summarize often	Seek Permission
--------------------	-----------------------	--------------------------------	---------------------------------	-----------------	-----------------

Value and Seek Options

Criteria for Good Options	Meets one or more shared needs	Meets one or more needs not incompatible with other party	Potential to improve future relationship	Can be supported by all parties
Uncover Options	Seek their options first	Learn from the past	Keep your ears open!	

Establish A Solution

<ul style="list-style-type: none"> ·WE (2-sided solutions) ·Thinking (Slow emotions down) ·Facts (talk) 	<ul style="list-style-type: none"> ·Focus on shared needs ·Increase the size of the pie 	Behavior specific	Document it
--	---	-------------------	-------------

Decide to Follow-up

Conflict RESOLVED Blueprint Worksheet

Evaluation

The Conflict	You	Them	Meeting
			Method Date/Time Location

Openings

Options

Establish A Solution

Do-Ables
Solution(s)

Follow-up