

Use this worksheet to prepare for conflict discussions.

**Worksheet: Preparing for Conflict**

1. Consider what the deeper cause may be regarding this conflict. Is it conflicting facts? Differing methods or opinions? Or could it be a core value that is creating difficulty?
  
2. What perceptions are at play that may need to be brought out in the open? Is there any chance you could have an unexamined bias influencing your perception?
  
3. How important is the issue and the relationships in this conflict? How could the model inform your approach?
  
4. What triggers may be operating for you in this situation? What triggers may be operating for others?
  
5. Write out key phrases and questions to use in seeking to address the conflict.



6. As you think through this, where might you need help?
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
7. Plan on how you can keep things safe - what ground rules or agreements could you use even when there may be powerful emotions involved?
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
8. Review the communication skills we've covered, including the Ladder of Inference, Coaching, etc. Consider which approaches and tools could be especially helpful.
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
9. Practice role playing with someone you can trust.
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
10. Find and use an appropriate setting for the situation. Consider privacy needs and the most neutral setting possible.

