



# Conflict:

## How to Make It Productive

### Conflict Analysis is Key!

Relationship conflicts: \_\_\_\_\_

Data conflicts: \_\_\_\_\_

Interest conflicts: \_\_\_\_\_

Structural conflicts: \_\_\_\_\_

Value conflicts: \_\_\_\_\_

### Utilizing Constructive Conflict Communication

- 1. Reduce the \_\_\_\_\_:** Be \_\_\_\_\_ and \_\_\_\_\_. Don't \_\_\_\_\_ things at risk of the other party feeling "\_\_\_\_\_" in the same message stated redundantly in \_\_\_\_\_ ways.
- 2. Consider the \_\_\_\_\_:** Reduce the potential for \_\_\_\_\_ by considering what your \_\_\_\_\_ might mean to the listener.
- 3. Work to understand the \_\_\_\_\_:** Seek \_\_\_\_\_ when needed.
- 4. Be an active \_\_\_\_\_:** Ask \_\_\_\_\_, clarify \_\_\_\_\_, and make an effort to get on the same page about what is being \_\_\_\_\_ back and forth.

### Five Steps to Breakthrough Negotiation

- 1. Go to the \_\_\_\_\_:** Seek to see the whole "\_\_\_\_\_" rather than what's only in your \_\_\_\_\_.
- 2. Step to their \_\_\_\_\_:** Live by the \_\_\_\_\_ Rule rather than the \_\_\_\_\_ Rule.
- 3. \_\_\_\_\_:** Our \_\_\_\_\_ as dispute resolvers is to \_\_\_\_\_ to toxic, positional, threatening statements and \_\_\_\_\_ (reframe) them into \_\_\_\_\_ statements or statements of \_\_\_\_\_ to which we and others can respond \_\_\_\_\_.
- 4. Build them a \_\_\_\_\_:** Instead of \_\_\_\_\_ the other side toward an \_\_\_\_\_, you need to do the \_\_\_\_\_. You need to draw them in the \_\_\_\_\_ you want them to move. Your job is to \_\_\_\_\_ a golden bridge across the chasm. You need to reframe a \_\_\_\_\_ from their position as an advance toward a better \_\_\_\_\_.
- 5. Use power to \_\_\_\_\_:** Become an everyday \_\_\_\_\_! Share your conflict resolution \_\_\_\_\_ with your conflict partner.



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### Conflict is an Invitation to have a Conversation

**Separate the \_\_\_\_\_ from the \_\_\_\_\_**

- Acknowledge and discuss \_\_\_\_\_ in perceptions, feelings of \_\_\_\_\_ and \_\_\_\_\_, and \_\_\_\_\_ in communication.
- How people \_\_\_\_\_ is often as \_\_\_\_\_ as what they \_\_\_\_\_.
- What \_\_\_\_\_ may be \_\_\_\_\_?

**Focus on \_\_\_\_\_, not \_\_\_\_\_**

- Don't \_\_\_\_\_ over positions; \_\_\_\_\_ on interests.
- \_\_\_\_\_ the interests of the \_\_\_\_\_.
- What \_\_\_\_\_ are most \_\_\_\_\_ (prioritize)?

**Create \_\_\_\_\_ for Mutual \_\_\_\_\_**

- Jointly \_\_\_\_\_ options that are mutually \_\_\_\_\_.
- What are realistic \_\_\_\_\_?
- Good ideas are not \_\_\_\_\_, they are \_\_\_\_\_!

### Notes

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