

Conflict is “differing stories about an event or situation.”

Five Conflict Potholes to Avoid

1. There is only one valid story about the situation or event
2. We attribute negative intent or character to the other person
3. We blame the other person for causing the problem
4. We do not acknowledge or express our feelings about the situation
5. We let the conflict threaten our sense of who we are

Monitor your dashboard indicator:

Am I in a “right/wrong” mindset or a “right/left” mindset ?



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A Roadmap For Transforming Conflict

1. What's my story about what happened?
2. What's their story about what happened?
3. What are the main differences between stories?
4. In my eyes, what were their intentions?
5. In their words, what were their intentions?
6. What is my contribution to the conflict?
7. What is their contribution to the conflict?
8. What feelings do I have as a result of this conflict?
9. What feelings do they have as a result of this conflict?
10. What might this conflict reveal about who I am that I don't like?
11. In their words, what does this conflict reveal about them?

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