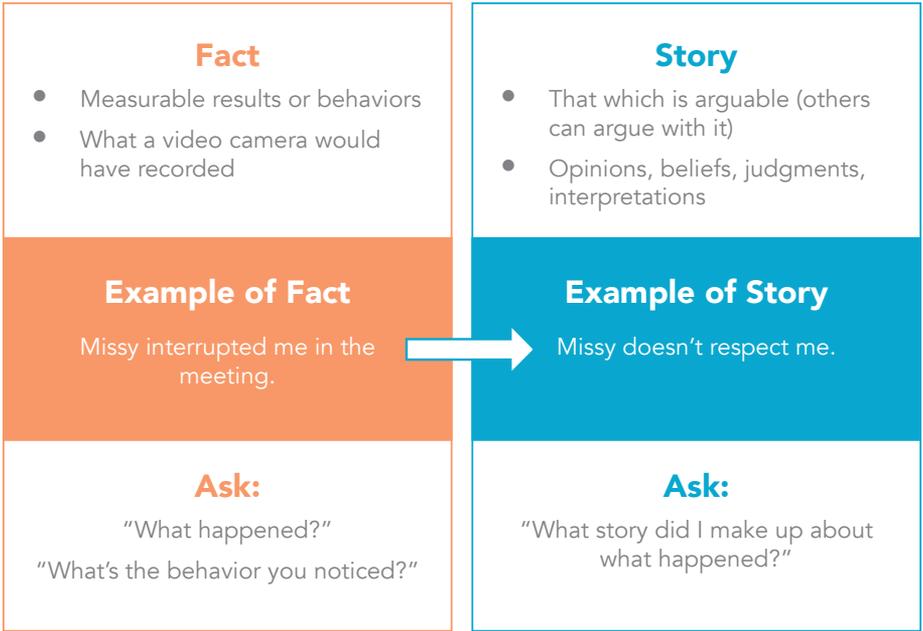


# Resolving Conflict

In order to approach conflict from a state of healthy responsibility and creativity, the first steps are to:

## 1. Separate fact from "story"



## 2. Get curious about your part

Ask: "I wonder how I helped create this conflict?"



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# A Collaborative Approach to Conflict

Follow these steps to navigate conflict swiftly and creatively:

<b>STEP 1</b>	Acknowledge the behavior that you don't like (described as a fact)
<b>STEP 2</b>	Express the feeling(s) you have (e.g. sad, angry, scared)
<b>STEP 3</b>	Share the <b>story</b> you made up about the behavior
<b>STEP 4</b>	Claim your part in <b>creating</b> the conflict
<b>STEP 5</b>	Make a request (may be a change in behavior, a new agreement, etc.)

## Example of a Collaborative Approach to Conflict

*Berry, you submitted this month's report 12 days past the deadline. We've had multiple discussions about the timeliness of your reports. Yet, I have not received a report on time this year. I feel angry. I make up a story you don't notice the impact your behavior has on the team and the company. My part in this is that I haven't created a clear agreement with you. The report is due by the end of the work day on the last Friday of each month. Would you be willing to submit your report by the end of the work day on the last Wednesday of each month?*

The **behavior**: submitting your report past the deadline

The **feeling**: anger

The **story**: not noticing the impact of the delay

My part in **creating** the conflict: not making a clear agreement

The **request**: submit your report the last Wednesday of each month



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Adapted from the Conscious Leadership Group