

A Collaborative Approach to Conflict

Follow these steps to navigate conflict swiftly and creatively:

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

Example of a Collaborative Approach to Conflict

Ryan, the last several times we've held video conference meetings, you didn't mute yourself, and I can hear you typing, eating and moving papers around. I feel angry. I make up a story you don't notice the impact your noise has on others. My part in this is that I haven't spoken directly to you; instead I've gossiped to the team about this and I've stopped speaking up in those meetings. My request is that you mute yourself on the calls when you're not speaking.

The **behavior**: not muting on video calls

The **feeling**: anger

The **story**: not paying attention to the impact of his behaviors

My part in **creating** the conflict: not speaking up directly, gossiping

The **request**: mute when not speaking on video calls

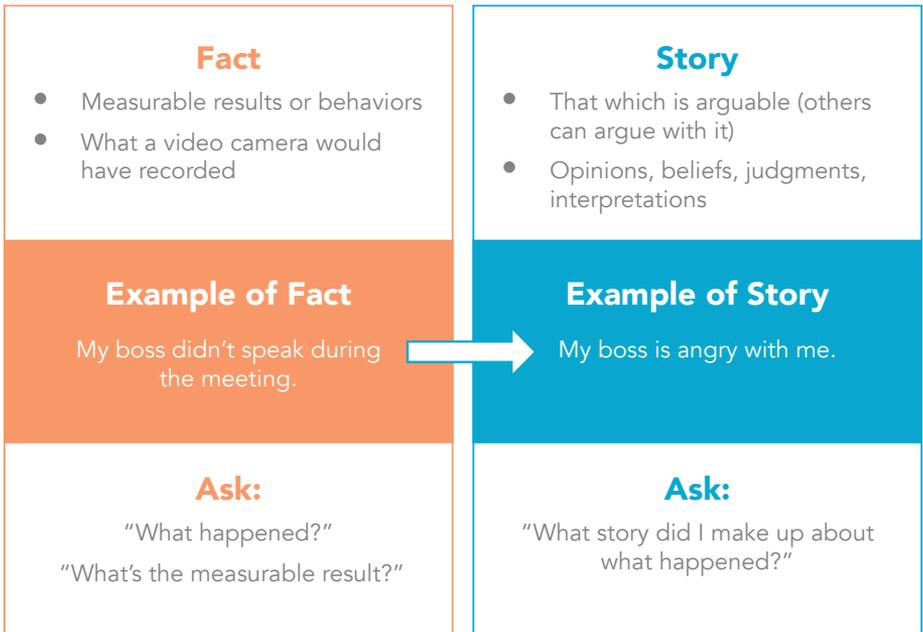


Based on work developed by conscious.is

Inspiring Leaders View Conflict as an Opportunity to Learn

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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