

REFRAMING CONFLICT RESOLUTION

When you find yourself in a conflict, instead of seeking agreement, **prioritize understanding** the other person's position. More **creative and productive solutions** come when both sides **deeply understand** the other's motivation.

AGREEMENT

Harmony or
accordance in
opinion or
feeling



UNDERSTANDING

The ability to
comprehend
something



LET'S GO BENEATH THE PROBLEM

feelings | observations | motivations

Use these questions to **deepen your understanding** of your own position and that of the person with whom you are in conflict.

**WHAT ABOUT THIS IS
IMPORTANT TO YOU?**

**WHAT ARE YOUR PRIORITIES
MOVING FORWARD?**

**WHAT WOULD YOU LIKE THE
OTHER PERSON TO KNOW?**

**WHAT MIGHT BE MOTIVATING
THEIR POSITION?**