



Communicating through Conflict

P Pause



- Slow your physiological response- box breathing
- Slow the conversation- Respond instead of react.
- Determine the approach to use

A Affirm/ Ask



- Separate the people and problem
- People-Affirm dignity
Believe the best
- Problem- Ask. Get the facts, understand the whole story

L Listen



- Listen actively and generously
- Identify the interests behind their position

S Speak



- Framing-use neutral language
- Apologize
- State facts
- Express feelings or importance
- Move forward together

Adapted from the MSU Intercultural Dialogue Program Donna Kaplowitz (2014)

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