



Communicating through Conflict JOURNAL

Describe the situation where you are experiencing conflict.					
Pause What kind of a pause r	Pause Thoughts -Breathe -Awareness of physiological reactions	Take Notes -Listen and respond later	Reschedule -Collect thoughts -Give time to reconvene	Avoid -End interaction -Safety is a priority	
How might you initiate	this pause?				



	What intention might you be inventing?
Aff /As	What is the best possible assumption you could make about this person?
What is wa	the impact of this situation on me and others?
How might	affirm this person?
	Climbing down the Ladder of Inference:
Actions (How we behave)	How did this start?
Beliefs (Adopt and generalize)	What did they actually do?
Conclusions (Based on assumptions) Assumptions	Is there something I'm missing?
(Based on meaning) Meaning Interpret what we chose)	How am I contributing to this?
Selected Facts	How have I been interacting

with this person so far?

Observable
Data
(What really happened)



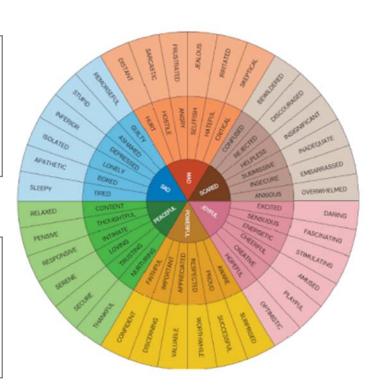
$\frac{\text{MICHIGAN STATE}}{\text{U N I V E R S I T Y}}$ | Extension



My Position:	Their Position:
My interests:	Their interests:
(why I want what I want)	(why they want what they want)
•	•
•	•
•	•

How are you feeling about the situation?

How might they be feeling?









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Frame your Message:	
Apologize	
I'm sorry I	
Doesn't include "if" or "but"	
State the Facts	
Observed behaviors only (a third party observer would agree)	
☐ No judgments or blame	
Express feelings or importance	
лоve forward	
Brainstorm:	
OR	
Boundary:	
I understand this is important. I will, won't, or need	
Tunderstand this is important. Twin, won't, or need	
(alternative suggestion)	