

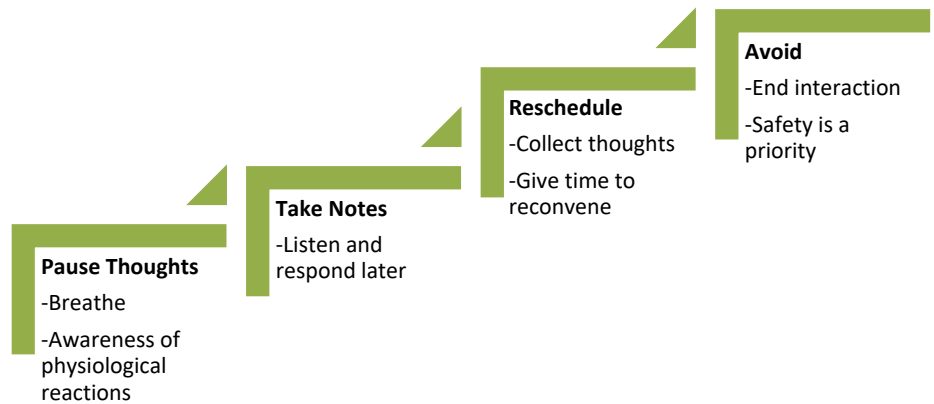


# Communicating through Conflict JOURNAL

Describe the situation where you are experiencing conflict.



Pause



What kind of a pause might you need?

How might you initiate this pause?

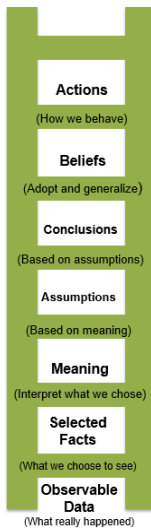


What intention might you be inventing?

What is the best possible assumption you could make about this person?

What is was the impact of this situation on me and others?

How might I affirm this person?



Climbing down the Ladder of Inference:

How did this start?	
What did they actually do?	
Is there something I'm missing?	
How am I contributing to this?	
How have I been interacting with this person so far?	





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**

**Move forward**

Brainstorm:

OR

Boundary:

I understand this is important. I will, won't, or need

(alternative suggestion)