

DISCUSSION PLANNER

Navigating Beyond Conflict

Discussion with: _____ Date: _____

Topic/Issue to discuss: _____

- Esteem
 - Be specific and sincere
 - Acknowledge positive efforts
- Empathy
 - Describe facts and feelings
 - Allow “airtime”; give full attention
- Involvement
 - Unleash ideas with questions
 - Ask open-ended questions
- Share
 - Disclose feelings and insights to build trust
 - Clarify impact
- Support
 - Specify the level of support you’ll provide
 - Encourage fairness



Work It Out

- What are the issues involved?

- What do I want to get out of the situation?

- How might the other person respond?

- Are there any issues I want to **take a stand** on or **yield** to?

INTERACTION GUIDELINES

* 1. OPEN by identifying the conflict and its impact.

- Describe purpose of discussion
- Identify importance

- Make procedural suggestions
- Check for understanding

How will I describe the conflict? What do I think is the impact of the conflict? What might I say to help the person(s) see the impact? How will I uncover facts and check assumptions? What will I say to focus on desired outcomes? How can I use Key Principles to gain commitment to resolving the conflict?

2. CLARIFY causes of the conflict.

- Seek and share information about the situation
- Identify issues and concerns

- Make procedural suggestions
- Check for understanding

What do I think is causing the conflict? What will I say to identify the cause(s) of the conflict? What will I say to ensure that all viewpoints are considered? How can I use Key Principles to maintain self-esteem and promote involvement?

* Time allocation



3. DEVELOP ideas for resolving the conflict.

- Seek and discuss ideas
- Explore needed resources/support

- Make procedural suggestions
- Check for understanding

What ideas do I have for resolving the conflict? What will I say to begin seeking ideas? What resources/support will we need? What resources/support can I provide? How can I use Key Principles to involve the person(s) in developing ideas and exploring resources?



4. AGREE on a plan for resolving the conflict.

- Specify actions, including contingency plans
- Confirm how to measure progress

- Make procedural suggestions
- Check for understanding

What might I say to guide the person(s) toward deciding on next steps? What could I say to encourage contingency thinking? What might I say to prompt ideas for tracking progress? Which tracking methods might I suggest? How might I use the Support Key Principle?



5. CLOSE by summarizing and expressing confidence. Check for understanding

- Highlight important features of plan
- Confirm confidence and commitment

What might I do to highlight features of the plan? What might I say to check confidence level? What might I say to enhance self-esteem? What might I say to acknowledge the other person's feelings?



- What did I say or do effectively?
- What one thing could I say or do more effectively next time?

