

# An Approach to Conflict Transformation

## 1. INTERNAL

### **Self**

What is going on for me right now? - What am I bringing to this moment?  
What am I feeling? - What do I need? - What am I valuing? - What do I want?

### **Empathy**

What might I not know of what is going on for them?  
What if...? - How can I honor what is going on for them and for me?  
How can I recognize their humanness?  
This is not about trying to figure out the other's story but to recognize how much could be going on and how much you don't know of their experience.

***Am I resolved? Fully?—If no then...***

## 2. INTERPERSONAL

“Whenever you're in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is attitude.”

—William James

### **An Approach**

Genuine openness  
Honoring difference  
Empathy: recognizing complexity in the human experience  
Sharing of our stories and our underlying needs  
Expression of our experience rather than blame or judgment of other  
Deep listening to ourselves and others  
Seek to understand as much as to be understood - understanding will lead to the most appropriate outcomes and ones in which both parties are invested

***Is there understanding? Are we resolved? — or do I/we want to create action?***

### **Action**

Collaborative problem solving - clear and tangible  
Focus on doing my part  
Checking in and being nimble

## 3. MOVING FORWARD

Self check-in to see how you are moving forward  
Perhaps checking-in with the other after a time  
Remembering and honoring what we have learned - together