

CONFLICT RESOLUTION

Before the conversation, not during it

Working this out ahead of time makes it a lot easier to stay curious instead of defensive once you're actually talking.

WHAT HAPPENED

The situation, as plainly as I can state it...

WHAT I NEED

What I actually need to feel okay about this is...

WHAT THEY MIGHT NEED

What they're probably trying to protect or get, even if I disagree with how...

WHERE IT OVERLAPS

Is there a version of this we'd both actually accept?

NEXT STEP

The smallest next step that moves this forward is...
