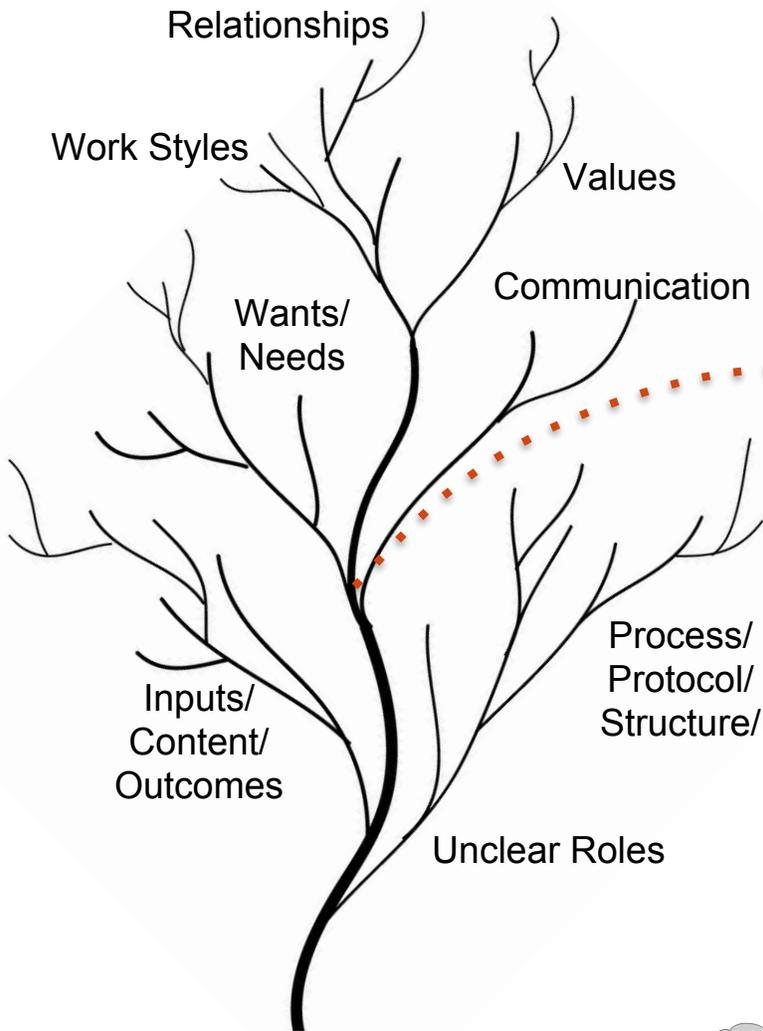


Understanding Conflict

Group and interpersonal conflict can come from many sources. Sometimes it is about difficulty in communication, unmet needs, differences in work styles, unclear processes or many other things. The first step toward transforming conflict is understanding where it comes from.



Sources of Conflict



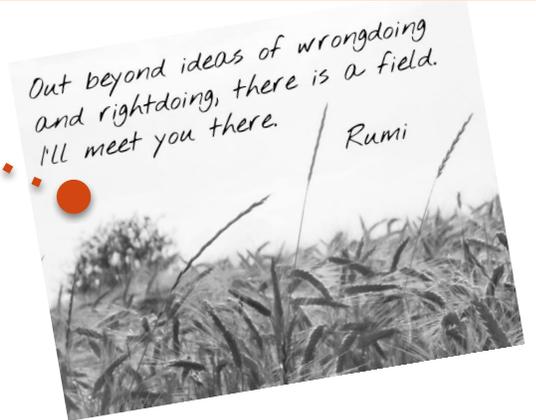
Conflict Transformation

is NOT about

- Assigning blame
- Getting your way
- Punishing people

IS about

- Understanding what is **really** going on
- Understanding each person's needs
- Identifying responsibility
- Identifying what to do differently
- Deciding what to let go of



Reflection

Where is the conflict coming from



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Conflict may look different to different people, depending on their perspective.

Considering Conflict Worksheet

If you are experiencing interpersonal conflict and would like to transform it, please consider the following questions.



- A. What is happening? What is this conflict?

- B. Looking at the sources of conflict on page 1, where might some of the issues be coming from? (i.e. Processes/Procedures, Communication, Relationships, Values, Needs/Wants, Inputs/Outputs)

- C. In this conflict, what are the assumptions are you making about other people's motives?
 - a. Is it possible that you could be wrong about their motives?

- D. How has this conflict affected you personally?
 - a. What has been emotionally triggering to you in this conflict?
 - b. What are the emotions you are experiencing?
 - c. Which of your needs is/are not being met?

- E. How do you want things to change? What is your desired outcome?

- F. How have you contributed to this conflict?

- G. What can you commit to doing differently or letting go in order to alleviate the conflict?

- H. What would you request of the other people involved in this conflict to help meet your needs related to communication, processes and procedures, relationships, wants and needs, and/or inputs and outputs?

