

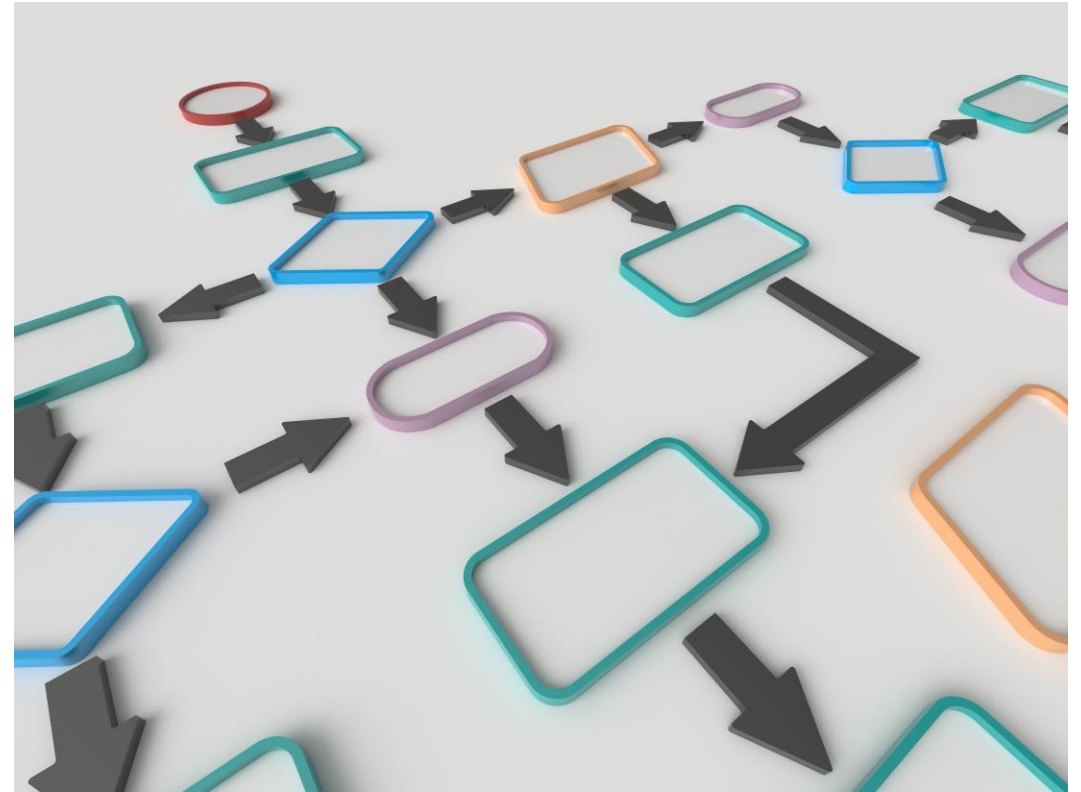
Leveraging Conflict's Creative Potential

Region V Regional Operating Committee Meeting
Arielle Semmel, Ph.D.



Assumptions

Conflict itself is neutral



Assumptions

*Relationships are
at the heart of
conflict*



Assumptions

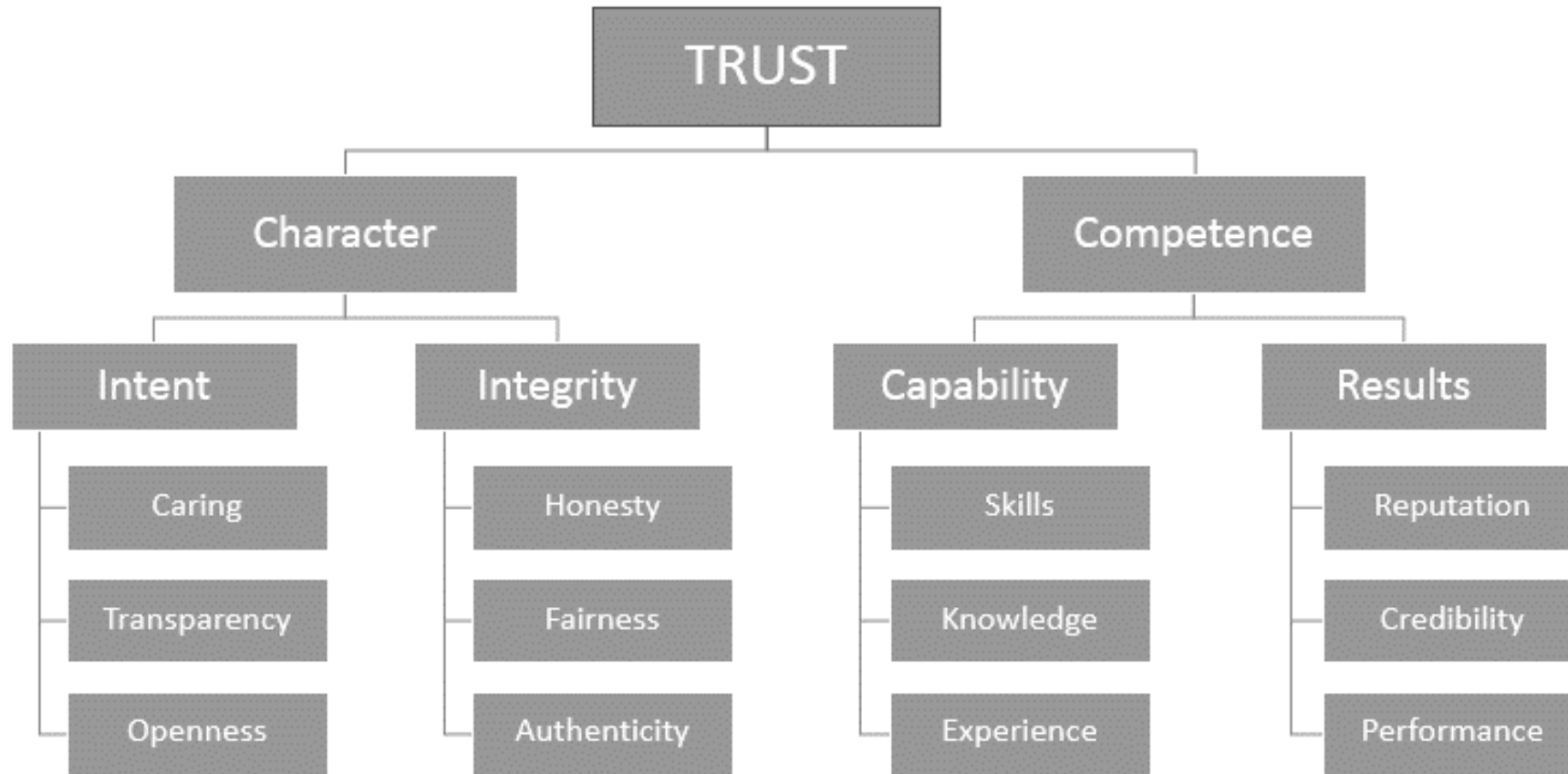
*Conflicts happen
when we care*



Enter In Good Faith

- This is an opportunity to produce better work
- This is an opportunity to build better relationships
- We all care





Barrett Trust Matrix



Key Concepts

Listen without judgement

- This is what happened...
- This is how it seems to you...
- How you feel about it is...
- Your commitment is...
- Did I understand you correctly?



Key Concepts

Separate Positions & Interests

- Positions = strategies to meet needs
- Interests = value, feelings, needs



Key Concepts

Reframe through Summarization

- Summarize when you hear repetition or a new idea
- Reframe to shift toward neutral language and interests



Key Concepts

Describe
without
judgement

- This is what happened



Key Concepts

Separate Interests

- This is how it seems to me
- This is how I feel about it
- This is my commitment



Key Concepts

Reframe through Summarization

- Propose a solution
- Invite dialogue



