Difficult Conversations: Tools for Facing & Resolving Conflict

Welcome to this workshop. We all experience conflict in our lives and none of us likes it. We hope this workshop provides valuable tools to address conflict productively, and helps you to understand the transforming power of moving along the journey of reconciliation. Use these pages to take notes and reflect your observations and thoughts.

**Note that you will <u>not</u> be required to share anything on this page or your worksheet.

EXERCISE 1: On your worksheet, describe three current conflicts in your life. They may be occurring in family, social, church or work relationships.

EXERCISE 2: On your worksheet, note your primary style of dealing with conflict in each of your examples:

- Competing
- Accommodating
- Avoiding
- Compromising
- Collaborating
- Tool #1: Learning Conversation vs. Message Delivery Conversation

•	Tool #2: Importance of beginning with the "Third Story" • What could be the "Third Story" for one of your example conflicts?
•	Tool #3: Importance of "reflecting back and acknowledging" before defending
•	Tool #4: Use "contribution" instead of "blame"

•	Tool #5: Separate "intention" from "impact." All intentions are invisible; we attribute them to the other person. o "I threw a cotton ball, and you felt hit by a rock"
•	Focus on conflict resolution
•	Conflict resolution may include an apology -effective apology vs. ineffective apology

•	Conflict resolution may include forgiveness.				
	o what forgiveness is, and what it is not				
•	Conflict resolution may include forgiveness (continued)				
	benefits of forgiving				
	J				
	o damage of not forgiving				

•	Reconciliation is a journey and can reflect a broad spectrum of degrees of closeness and healing O How might undertaking a journey towards a reconciliation transform you?

	Real life conflicts
	Your conflict style
	Blame you are assigning
	Contributions that may be possible
	Intentions you are attributing