

CONFLICT RESOLUTION

WORKSHEET

Purpose: Find win-win solutions in conflicts.

1. Define the conflict.
 2. List your needs and the other party's needs.
 3. Find common ground.
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My Needs	Their Needs

Middle Ground / Win-Win (Shared Goal)



HOW TO USE (PRO TIPS)

Focus on Interests, Not Positions:

→ Ask: "What does each person truly want?" instead of arguing over specific demands.

Use the "Steelman" Approach:

→ Before arguing, summarize the other person's argument better than they can.

Separate Facts from Emotions:

→ List what is provable fact vs. what is assumption or emotion-driven.

Find the Hidden "Win-Win" Option:

→ Instead of compromising, ask: "Is there a third option that benefits both?"

Pro Tip:

→ Before reacting emotionally, write down your argument on paper—seeing it in writing makes it clearer and less reactive.



QUESTIONS TO REFLECT ON

Clarifying the Issue:

- What specific behavior or event sparked the conflict, and what factual details can you recount?
- How does this conflict affect you, others involved, or the broader context (e.g., workplace harmony, family dynamics)?

Understanding Different Perspectives:

- What might be the underlying needs or interests of each party involved in the conflict?
- How do cultural, financial, or personal values play a role in how each side perceives the issue?

Exploring Solutions:

- What would a win-win resolution look like for everyone involved?
- What compromises or adjustments can each party make to address the core issues without sacrificing essential values?

Reflecting on Communication Styles:

- How can you reframe your feedback or discussion points to focus on facts and impacts rather than personal criticism?
- What questions can you ask to encourage open dialogue and ensure all voices are heard?

Evaluating Long-Term Impact:

- How will resolving this conflict contribute to a more positive or productive environment in the long run (whether in finance, relationships, or daily operations)?



→ What follow-up steps can be taken to ensure the resolution is sustained and learning is applied to future conflicts?

