# 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.

---

| 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?

# Cynefin Framework Worksheet

---

**Purpose:** Categorize problems for better decision-making.

1. Define the problem.
2. Which category does it fit?
3. Choose the best approach based on category.

---

My problem/obstacle/decision:

|  |
|--|
|  |

Clear (Sense-Categorize-Respond)          Complicated (Sense-Analyze-Respond)

Complex (Probe-Sense-Respond)          Chaotic (Act-Sense-Respond)

# How To Use (Pro Tips)

**Context Assessment:**

➔ Develop a simple assessment tool or checklist to help categorize your situation into one of the five Cynefin domains.

➔ Use guiding questions: "Is the relationship between cause and effect obvious, or does it emerge only in hindsight?"

**Tailor Your Approach:**

➔ In a clear domain, rely on best practices; in a complicated domain, seek expert analysis.

➔ For complex situations, use safe-to-fail experiments (probe, sense, respond).

➔ In chaos, take decisive, stabilizing actions (act, sense, respond).

➔ If you're in disorder, focus on gathering sufficient information to re-categorize the situation.

**Dynamic Application:**

➔ Recognize that contexts can shift over time. Regularly review your classification and be ready to adjust your management style accordingly.

➔ Document examples and case studies of past decisions to learn when a shift occurred and how best to respond.

**Facilitate Collaborative Sensemaking:**

➔ Use group discussions to collectively determine the domain you are operating in—diversity of perspective can prevent misclassification.

➔ Incorporate visual aids into team meetings to remind everyone of the current context and appropriate responses.

# Questions To Reflect On

**Domain Identification:**
- ➜ What key characteristics of the current situation signal that it belongs to the Clear, Complicated, Complex, Chaotic, or Disorder domain?
- ➜ Which concrete examples or indicators (data, feedback, events) support your classification?

**Response Strategy:**
- ➜ Based on the domain, what is the recommended approach (sense-categorize-respond, analyze, probe-sense-respond, etc.)?

**Assumption Check:**
- ➜ What assumptions are you making about cause and effect in this context, and how could they be challenged?
- ➜ In what ways could new information force a reclassification of the situation?

**Application Context:**
- ➜ In a business or financial scenario, how does the framework help you decide whether to stick to standard procedures or innovate?
- ➜ For personal or team challenges, how can you leverage the Cynefin insights to tailor your problem-solving strategy?

# Empathy Map Worksheet

**Purpose:** Understand others' perspectives.

1. Who are you empathizing with?

2. Fill in the four quadrants.
3. How does this change your approach?

Think And Feel

Hear And See

Say And Do

Pains And Gains

# How To Use (Pro Tips)

**Go Beyond Surface-Level Understanding:**
- ➔ Don't just ask, "What do they say?" Ask, "What are they afraid to say?"
- ➔ Don't just ask, "What do they feel?" Ask, "Why do they feel?"
- ➔ Don't just ask, "What are their pains?" Ask, "Where do their pains come from?"

**Use "Day in the Life" Perspective:**
- ➔ Imagine you're them for 24 hours—what challenges do they face?

**Identify Emotional vs. Logical Drivers:**
- ➔ People rarely make decisions based on logic alone—what's their real motivator?

**Pro Tip:**
- ➔ Write down what they THINK, FEEL, SAY, and DO separately to map their perspective.
- ➔ Then, write what they THINK, FEEL, SAY, and DO together in vivo to map how isolated variables differ from the whole.

# Questions To Reflect On

**Understanding the Stakeholder:**

➔ Who is your target user or stakeholder, and what are their primary roles, needs, and challenges?

➔ What specific language or phrases do they use when describing their experiences?

**Capturing Experiences:**

➔ What do they see (environment, influences), hear (advice, criticisms), and say about the problem?

➔ What are their main feelings, both positive and negative, related to the challenge you're addressing?

**Pain Points and Gains:**

➔ What are the key frustrations (pain points) and unmet needs they experience?

➔ What would a successful outcome look like from their perspective? How do they define "gains" or benefits?

**Contextual Influence:**

➔ How do factors such as cultural background, financial circumstances, or work environment shape their perspective?

➔ In what ways can you use these insights to design solutions that resonate on an emotional and practical level?

# Feynman Technique Worksheet

**Purpose:** Master complex concepts by simplifying them.
1. Write a basic explanation of the concept.
2. Where do you struggle? What confuses you?
3. Refine your explanation in simpler terms.
4. Reassess: What still needs work?
5. Learn and repeat the loop.

| Explain the concept in your words: | Identify gaps in understanding: | Simplify like explaining to a toddler: | Review what knowledge you are missing: |
|---|---|---|---|
|  |  |  |  |

| Explain the concept in your words: | Identify gaps in understanding: | Simplify like explaining to a toddler: | Review what knowledge you are missing: |
|---|---|---|---|
|  |  |  |  |

# How To Use (Pro Tips)

**Force Simplicity:**
- ➔ After researching your topic, write an explanation in plain language as if you were teaching an eight-year-old.
- ➔ Use simple analogies, diagrams, or sketches to bridge gaps between complex ideas and everyday concepts.
- ➔ Review your explanation and ask yourself, "Would someone with no background understand this?"

**Identify Knowledge Gaps:**
- ➔ When you struggle to explain a part, mark it. Then, revisit your source material for clarification.
- ➔ Keep a running list of "I don't get this". Address them one by one to ensure a complete grasp of the subject.

**Teach and Iterate:**
- ➔ Explain the concept to a peer or record a video of your explanation; feedback can reveal hidden misunderstandings.
- ➔ Revise your notes and explanation until you can teach the concept confidently.

**Mix Modalities:**
- ➔ Combine written, verbal, and visual explanations.

# Questions To Reflect On

**Balancing Simplicity and Depth:**

➜ Which parts of the concept you're trying to master are most resistant to simplification, and why do you think these complexities exist?

➜ Reflect on a moment when your simplified explanation uncovered gaps in your understanding. How does this tension between simplicity and complexity reveal deeper layers of the subject?

**Personal and Professional Stakes:**

➜ How would misinterpreting or oversimplifying this concept affect your long-term decision-making—be it in managing finances, leading a project, or guiding your team?

➜ What real-world challenges or failures might occur if you fail to fully internalize and accurately teach this concept?

**Iterative Refinement Through Teaching:**

➜ How can you leverage teaching (to peers, a mentor, or even a simulated audience) as a tool to expose hidden assumptions in your own understanding?

➜ What unexpected questions did your audience ask, and what do these reveal about the limitations or blind spots in your explanation?
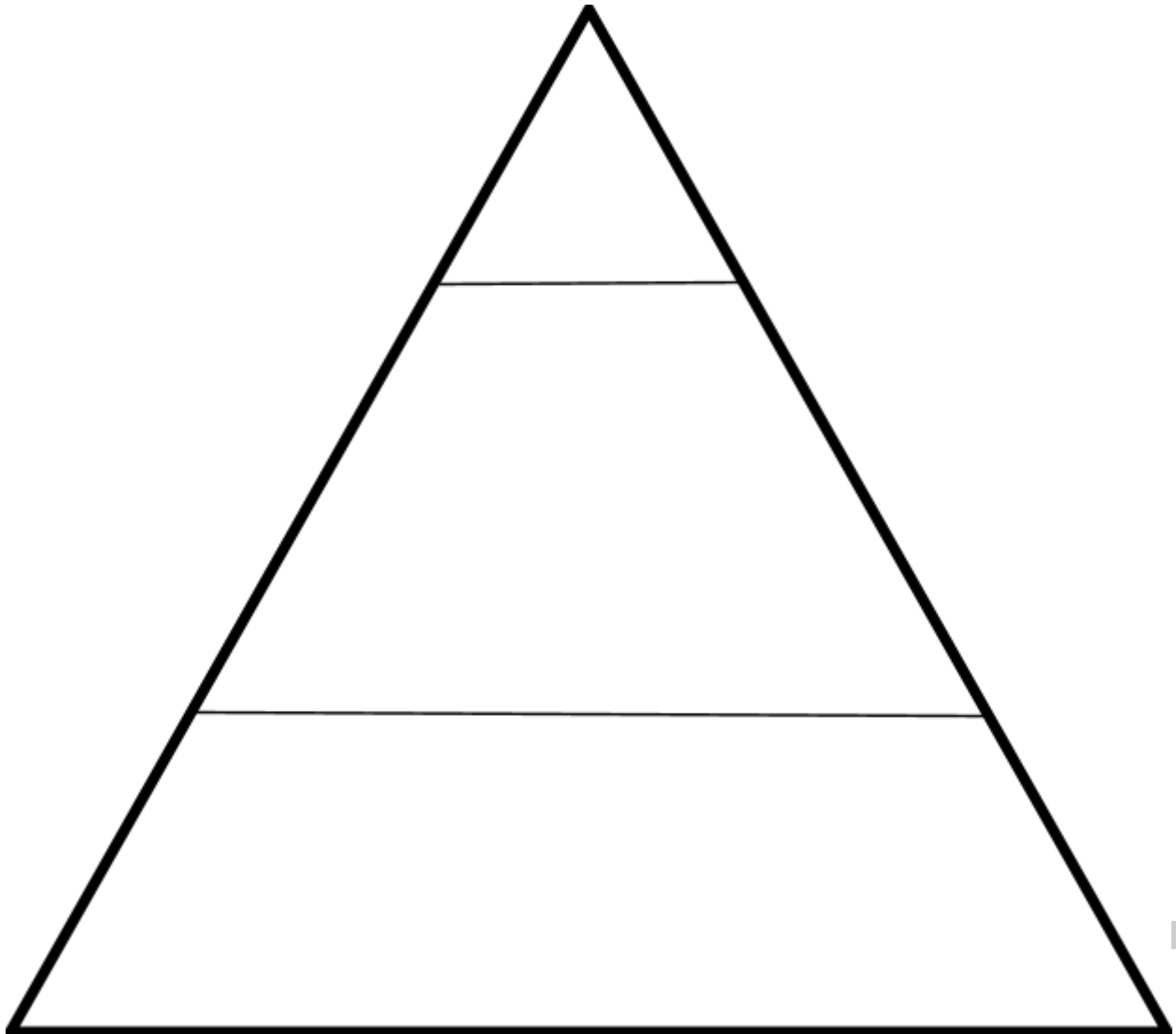
# Minto Pyramid Worksheet

**Purpose:** Structure communication and reasoning in a top-down, logical hierarchy to present complex ideas clearly and persuasively.

**How to use:**

1. Write down the main point (top)
2. Write out supporting arguments (middle)
3. Back them up with evidence if required (bottom)
4. Present in the same order (e.g. email, speech, sales call)

# How To Use (Pro Tips)

**Start with the Key Message:**
- ➔ Begin by stating your main conclusion or recommendation. This "big idea" should capture the essence of your message in one clear sentence.

**Layer Your Supporting Arguments:**
- ➔ Under the main point, list your supporting reasons, arranged in order of importance.
- ➔ Then, beneath each supporting argument, include evidence or data that reinforces your claims.

**Use Visual Aids:**
- ➔ Create a pyramid diagram. The top block is the main idea, followed by layers of supporting points and details.
- ➔ This visual structure helps ensure that your logic flows coherently from the conclusion to the underlying facts.

**Audience-Centric Revision:**
- ➔ Tailor your pyramid to the knowledge level of your audience.
- ➔ Simplify jargon and adjust the depth of detail as needed.
- ➔ Review and revise your pyramid by asking, "Would someone unfamiliar with the topic follow my logic?"

# QUESTIONS TO REFLECT ON

**Core Message Exploration:**
➔ What is the one key insight or recommendation you want your audience to remember, and why is it so critical in your context (e.g., a strategic business decision or a personal breakthrough)?
➔ How would you articulate this core message in a single sentence that resonates emotionally and logically?

**Supporting Arguments Depth:**
➔ For each supporting argument, what underlying evidence or real-life examples (from finance, project management, or daily challenges) best reinforce your main point?
➔ How can you structure these supporting points to build a narrative that flows naturally from the broad vision to concrete actions?

**Clarity and Audience Connection:**
➔ In what ways might your audience misinterpret your layered reasoning, and how can you preempt those misinterpretations with clearer, more precise language?
➔ How do the different layers of your pyramid connect to form a coherent story, and what additional context might you add to enhance understanding?

# Six Thinking Hats Worksheet

**Purpose:** Improve problem-solving by considering different perspectives.

1. State the problem/situation.
2. Go through each hat and write insights.
3. Summarize key takeaways and next steps.

What is the problem/situation/action?

Approach it with the white hat. (facts and data)

Approach it with the red hat. (feelings and intuition)

Approach it with the yellow hat. (optimism and benefits)

Approach it with the black hat. (critique and weaknesses)

Approach it with the green hat. (creativity and novelty)

Summarize with the blue hat. (reflection and process)

# How To Use (Pro Tips)

**Structure and Facilitation:**
- ➔ Begin and end with the Blue Hat to set the agenda and summarize insights.
- ➔ Use a physical or digital template (like colored sticky notes or an online board) so each hat's role is clear.
- ➔ In group settings, assign a moderator to help switch hats on time and ensure everyone adheres to the current perspective.

**Dedicated Time for Each Perspective:**
- ➔ Allocate specific time slots (e.g., 2–3 minutes per hat) so participants can dive deep without feeling rushed.
- ➔ Encourage a pause after each hat to record ideas before moving on.

**Flexibility in Application:**
- ➔ Choose only the hats relevant to the discussion if time is short, but remember that the full cycle can uncover hidden opportunities.
- ➔ Rotate the hats among team members to get varied viewpoints and prevent any one perspective from dominating.

**Emotional and Data Balance:**
- ➔ Use the Red Hat briefly for gut reactions without overanalyzing, and then shift to fact-based White Hat thinking.
- ➔ Balance creative (Green) and cautious (Black) perspectives to spark innovation without ignoring potential pitfalls.

# Questions To Reflect On

**Diverse Perspectives:**
- ➔ For each hat (White, Red, Black, Yellow, Green, Blue), what specific questions can you ask to fully explore that particular lens in the context of a complex problem?
- ➔ How do the insights gathered from each hat challenge or reinforce your current assumptions about the issue?

**Integration and Synthesis:**
- ➔ After cycling through all six hats, what are the key common themes that emerge, and how can they be synthesized into a coherent strategy?
- ➔ How might conflicting perspectives (e.g., the Red Hat's emotions vs. the Black Hat's caution) be reconciled to form a balanced decision?

**Application in Real Scenarios:**
- ➔ In a business meeting, how can you structure the exercise so that every participant is fully engaged, ensuring that each hat's insights are captured?
- ➔ Reflect on a recent conflict or challenge: how might using the Six Thinking Hats have provided a more rounded understanding and a creative solution?