

Difficult Dialogues: Navigating Conflict More Successfully
Summary of suggested questions to explore

What is the conflict in no more than three sentences?

What kind of conflict is this - what are the issues, personality factors, power dynamics?

What does a satisfactory resolution look like and how will I know when it has been achieved?

How important is it and why?

What am I afraid of?

What past experiences or outside factors are influencing my reaction to this person or situation?

What is my best alternative if I can't get what I want? Are there boundaries I can put in place?

What information do I need and how could I get it?

What is my next step?