

# REFRAMING CONFLICT RESOLUTION

When you find yourself in a conflict, instead of seeking agreement, **prioritize understanding** the other person's position. More **creative and productive solutions** come when both sides **deeply understand** the other's motivation.

## AGREEMENT

Harmony or  
accordance in  
opinion or  
feeling



## UNDERSTANDING

The ability to  
comprehend  
something



## LET'S GO BENEATH THE PROBLEM

feelings | observations | motivations

Use these questions to **deepen your understanding** of your own position and that of the person with whom you are in conflict.

**WHAT ABOUT THIS IS  
IMPORTANT TO YOU?**

**WHAT ARE YOUR PRIORITIES  
MOVING FORWARD?**

**WHAT WOULD YOU LIKE THE  
OTHER PERSON TO KNOW?**

**WHAT MIGHT BE MOTIVATING  
THEIR POSITION?**