

## **Conflict Conversation Template**

### Information Processing: Exploring and Discovering

#### PROCESS

1. The facilitator poses the following questions, providing time and processes for related conversations.
2. What is your relationship to this conflict?
3. How do you feel about it?
4. What are your expectations?
5. What are the worst possible outcomes of addressing this conflict?
6. What are the worst possible outcomes of not addressing this conflict?
7. What are the best possible outcomes of addressing this conflict?
8. What do you imagine the other person (or group) thinks are the worst and best outcomes?
9. What are you willing to do to achieve the best possible outcomes?
10. What would you like the other person (or group) to do to achieve the best possible outcome?

cont.

## ALTERNATIVES

- Divide the questions into sections, summarizing at the end of each section.
- Example: 1, 2, 3; 4, 5, 6; 7, 8, 9.
- Have members summarize or make facilitator observations.
- Use this process with both parties when a conflict exists between pairs or small groups of people.
- Use this to help a group think through its perceptions about a conflict with another group.

## TIPS

- The term *relationships* in question 1 is deliberately vague, so that members can speak from whatever viewpoint is safest or for which they have energy.

## NOTES AND APPLICATIONS

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