

Preparing for Constructive Conflict

As you prepare to engage another person in constructively dealing with an issue, consider each of the following. Preparing with a “coach” can be useful in helping you to see another perspective.

- How do I see the problem?
- Specifically what happened (that which I can see or hear--not my interpretation of what I see or hear, i.e., you were 20 minutes late for work vs. you are irresponsible)?
- What is the other person's side of the story? Put yourself in their shoes.
- How can I remain open to listening to their side of the story?
- In what ways am I part of the problem?
- What do I want, what am I willing to give?
- Where and when is this problem best addressed?