

CONFLICT RESOLUTION TOOL

Recommended to agree to use when joining in the work of this subcommittee.

Good to use when emotionally triggered or when raising a sensitive topic.

Begin by asking all people involved if they are willing to listen.

Remember love: Invite love for yourself, love for the other, and invite a larger conscience and perspective coming from love to help guide the discussion.

ACTION STEPS - using "I" Statements

State the facts of a situation as I observed them. (Example: "I heard..." "I saw...")

Share what I feel ("I feel sad," "I feel scared," "I feel angry" etc.)

Share what I need or what I value in this situation.

Request what actions I would like taken in the future.

Time for discussion

All parts clarifying what the agreement is to ensure understanding or support and that all feel that they have been heard (I / We agree too...)

Let go of the results. Acceptance – I have acted and done what I can in a healthy way.