

ANATOMY OF A CONFLICT

Describe the conflict (specify the issue or incident, what happened, who was involved).

1. Describe what you wanted or your point of view.

2. What emotions did it raise for you (hurt, anger, fear, etc)?

4. What did the other person want, what was his/her point of view (put yourself in his/her shoes)?

5. What emotions do you think it raised in him/her?

6. In comparing underlying interests, is there a remaining true difference or have you found a compatibility of interests at a deeper level?

7. If this is a true conflict (difference of interests), list your perceptions and emotions regarding this difference.

8. What is the minimum you can accept? Look for objective criteria and the other person's point of view to help you revise your original demands.

9. List some possible solutions in which both would receive some gain. Prioritize according to yours and the other's preferences. Where is there most agreement?

10. What steps can you take if the other person refuses to negotiate?
