



17 Principles of Conflict Resolution

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#	FACILITATE LISTENING AND SPEAKING
1	Don't hear ATTACK: listen for what is behind the words.
2	Resist the urge to attack. Change the conversation from the inside.
3	Talk to the other person's BEST self.
4	Differentiate amongst NEEDS, INTERESTS and STRATEGIES.
5	Acknowledge EMOTIONS. See them as signals, as important information.
6	Differentiate between ACKNOWLEDGEMENT and AGREEMENT.
7	When listening, avoid making suggestions.
8	Differentiate between EVALUTION AND OBSERVATION.
9	Test your assumptions. Relinquish the if they prove to be false.
	CHANGE THE CONVERSATION
10	Develop CURIOSITY in difficult situations.
11	Assume useful dialogue is possible, even when it seems unlikely.
12	If you are making things worse, STOP
13	Figure out what's happening, NOT whose fault it is.
	LOOK FOR WAYS FORWARD
14	Acknowledge the conflict. Talk to the right people about the real problem.
15	Assume undiscovered options exist. Seek solutions people can willingly support.
16	Be explicit about agreements. Be explicit when they change.
17	Expect and plan for future conflict.

Source: *Changing the Conversation: 17 Principles of Conflict Resolution* by Dana Caspersen