

Conflict Doodle Sheet

REPTILIAN RESPONSES Instinct Dominates

Defend	Flee
Engage/Encounter	Attack

- take care not to make personal what is not personal, or to take responsibility for what is not yours;
- you do not have to be stuck in your instinctive reaction -- conflict avoiders can learn other ways of coping; conflict engagers can develop compassion and sensitivity for those who are not and learn how to not escalate

What is happening?
 What is the history of this conflict?
 What is the real issue?
 What strategy can I use?
 Do I have the tools/skills for this?
 Who is a neutral partner?
 How can we create a safe place to work this out?

The Ladder of Conflict by Speed Leas
Intractable Situations: Need outside help. Division possible. Separation useful.
Fight or Flight: personal attack, polarized group possible. Authority or outside consultant.
Contest - Focused on Winning. Personalized. Mediation may be needed.
Disagreement - Unresolved & sharper. Negotiate
Problems to Solve - Technical (Just do it) or Adaptive (More difficult) Use Dialogue

Difficulty ↑