

## *Organizational and communal communication resolutions support*

### ***Understanding & Preparing for Conversations***

#### **Part A — What Is Conflict?**

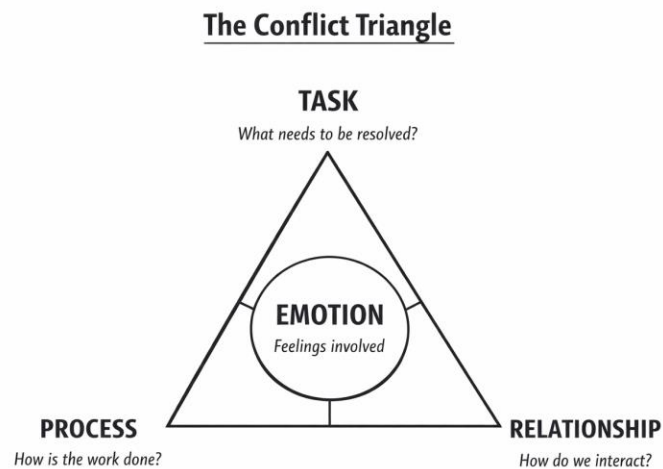
Conflict happens when there's a perceived clash in:

- Goals or needs
- Expectations or roles
- Processes or how work gets done
- Relationship dynamics
- Emotions people bring into the situation

#### **Why conflict matters in organizations and communion:**

- Affects productivity, morale, and trust
  - Can lead to growth and clarity when addressed constructively
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#### **Part B — The Conflict Triangle**



Conflict triangle or ABC triangle, adapted from Galtung (1996), has four interconnected areas:

1. **Task** — What needs to be resolved?

2. **Process** — How is the work or communication done?
3. **Relationship** — How do the people interact?
4. **Emotion** — What feelings are involved?

**Reflect:**

**Task dimension:**

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**Process dimension:**

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**Relationship dimension:**

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**Emotions involved (self & others):**

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### **Part C — Preparing for the Conversation**

Before talking to someone about conflict, think these questions through:

**1. What needs discussion?**

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**2. What do *you* need from this conversation?**

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**3. What might be important to *the other person*?**

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**4. What is your back-up plan if the conversation can't happen now?**

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**5. What triggers might you want to manage about yourself?**

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*Tip: Use "I" language and focus on issues not accusations.*

## Part D — Opening the Conversation

Pick a **time & place** that feels safe and neutral.

**When?** \_\_\_\_\_ **Where?** \_\_\_\_\_

**What differences might you acknowledge up front?**

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**How will you state your intention?** (e.g., “I want to understand your perspective...”)

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## 2 — During & After the Conversation + Communication Skills

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### Part E — During the Conversation

#### Identifying the Problem Together

- Focus on the *issue*, not the person
- Frame statements in a neutral, future-focused way (e.g., “I notice \_\_\_ and would like to explore \_\_\_.”)

**What’s important to them?**

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**What’s the issue — neutrally stated?**

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### Part F — Exploring the Issue

When listening and responding:

1. Ask open-ended questions (Who? What? Where? When? Why? How?)
2. Check assumptions (What am I assuming about their motivation?)
3. Look for *common ground* and shared goals

What assumptions might you be making?

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What common ground can you identify?

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### Part G — Conflict Styles Awareness

Effective communication requires an acknowledgement of different styles – effective in different context. Below are the most common styles of communication:

Style	Description	When it helps
Competing	Assertive and uncooperative	Quick decisions needed
Collaborating	Assertive and cooperative	Win-win solutions
Compromising	Moderate assertiveness	Shared sacrifice
Avoiding	Unassertive and uncooperative	When cool-off time is needed
Accommodating	Unassertive and cooperative	When relationship matters most

Your dominant style:

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How might it show up here?

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### Part H — Closing the Conversation

When a conflict conversation moves toward resolution:

**1. Brainstorm possible solutions together**

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**2. What action steps can each party take?**

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**3. How will you check progress? (Dates/Signals)**

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**4. Are additional resources or agreements needed?**

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*Remember:* Not all conversations end in full resolution — sometimes a plan for *next steps, follow-up, or cool-down periods* is best.

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Connect for a free discovery call [sjanahollowayphd.com](http://sjanahollowayphd.com)

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