

Appendix – Resolving Conflict through Conversation

A Guide to Preparing

In preparation of such a conversation we recommend the following:

1. Take a moment where you are not disturbed or interrupted, settle down and do a simple resting meditation to calm your mind. Have writing materials with you.
2. Describe for yourself in an honest, non-judging and factual way
 - a. what is the problem or conflict
 - b. what are the causes that led to the current situation,
 - c. what is the future situation you aspire for
 - d. what is the motivation driving you in that direction
3. With this picture of the situation in your mind, enter deeper into preparing for the next meeting or conversation with the person. It is the first of a two-step preparation:
 - a. Draw a vertical line and write on the left side
 - i. what you want to achieve in that next meeting, and
 - ii. what you want to avoid.
 - b. Optionally you can extend this list by writing
 - i. what you are afraid of and
 - ii. what satisfies you, what makes you feel happy.
 - c. Now do the same for the other person. Write on the right side of the line
 - i. what the other person wants (probably) wants to achieve in that next meeting, and
 - ii. what she/he wants to avoid.
 - d. Again, optionally you can extend this list by writing
 - i. what the other is afraid of and

- ii. what might satisfy or make the other feel happy.
 - e. Now sit with what you have written. Note down any insights.
4. Based on the above list try to identify as the final part of preparation
- a. all the points that you have in common with the other person (this might be content to acknowledge the current situation and a beginning of reconciliation).
 - b. Then, identify all the opposing points and their reasons. Rank them by decreasing importance.
 - c. Try to find points that could help to enter a constructive dialogue.
 - d. Finally try to find the best order in which you want to address the different topics.
 - i. It is often a good to have a warm-up topic, something that sets a constructive and motivating tone to the whole conversation.
 - ii. Some conflicts might need more than one session, so that there is time for healing in between.
 - iii. Be aware not to intimidate the other with your preparation. Maybe you could even share your analysis or the fact that you did one.
5. If you wish you can sit again with the result, wishing that it might help also the other to find peace and contentment, and dedicate.

In addition to that preparation method, it is useful to familiarise one self and to try to agree with the other person on respecting common feedback rules.

If a one on one conversation is not successful, you could ask someone to assist by facilitating a conversation between you and the other person.