Module 9: Addressing the Conflict

1. Make a list of broadening and interest exploring questions for use in your practice case (clarifying, too, if you already know what you'll need to clarify). See if you can list 2 broadening questions and 5 interest exploring questions (hint: think about what positions the other person has taken in this situation and list some questions you could ask to get underneath each one):

2. When you share your perspective with the other person, you'll need to do it using collaborative language. A good way to do that is to be prepared with some iMessages or to use the structure of the iMessage to think about how to share your perspective in a way the other can hear it. In other words, neutralize your language, removing all blame and judgement, talk about how you feel about the situation, why you feel the way you do, and name your interests. When it's your turn to share your perspective, what will you say?