



LEARNING INTO CONFLICT

Navigating Others' Emotions

Having the Hard Conversation

Feelings are often the best source of information about what is most important in a difficult situation. We have an emotional response when something we value feels lost or threatened. Lean into the feeling conversation. Create a feeling of safety with the use of a positive tone.

How to strengthen mutual understanding

- Deepen awareness of each person's needs and interests
- Search for shared interests
- Develop common ground

Questions to ask when preparing to engage

- What beliefs are influencing the other person's perception?
- What else might explain what's happening?
- What's driving the other person's behavior and action?



Resources to Support Learning



Emotional Intelligence

[Click here to learn more about Self-Awareness, Self-Regulation, Empathy, and Social Skills](#)



Shared Understanding

[Click here to watch a short video on shared understanding in communication](#)



Build a Golden Bridge

[Click here for a 6 minute read by William Ury on 3 Ways to Make Conflict Less Destructive](#)



Proven Strategies

[Click here to listen to a podcast on Proven Strategies and Amazing Stories from Warren Buffet, Nelson Mandela, and more](#)