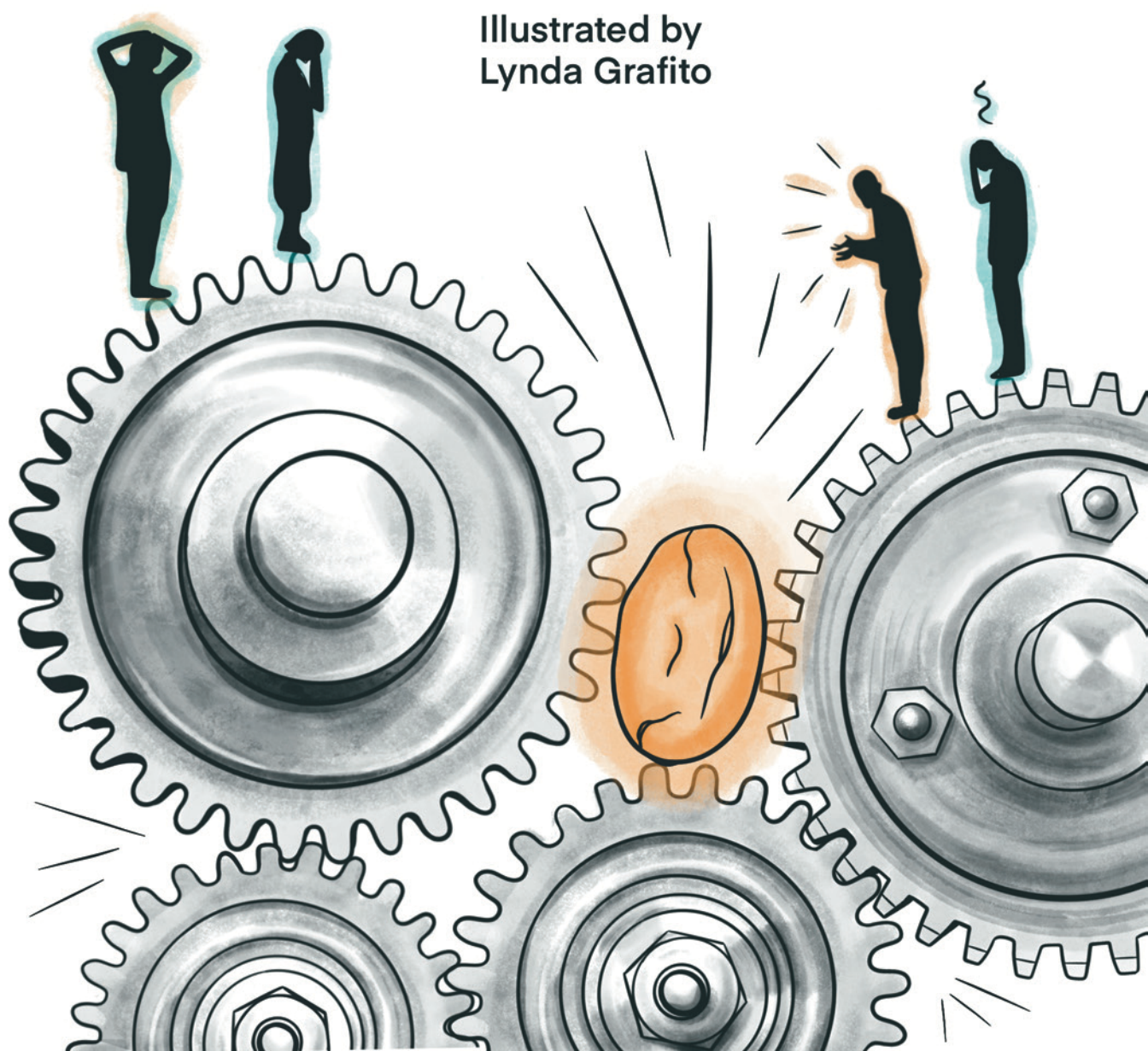
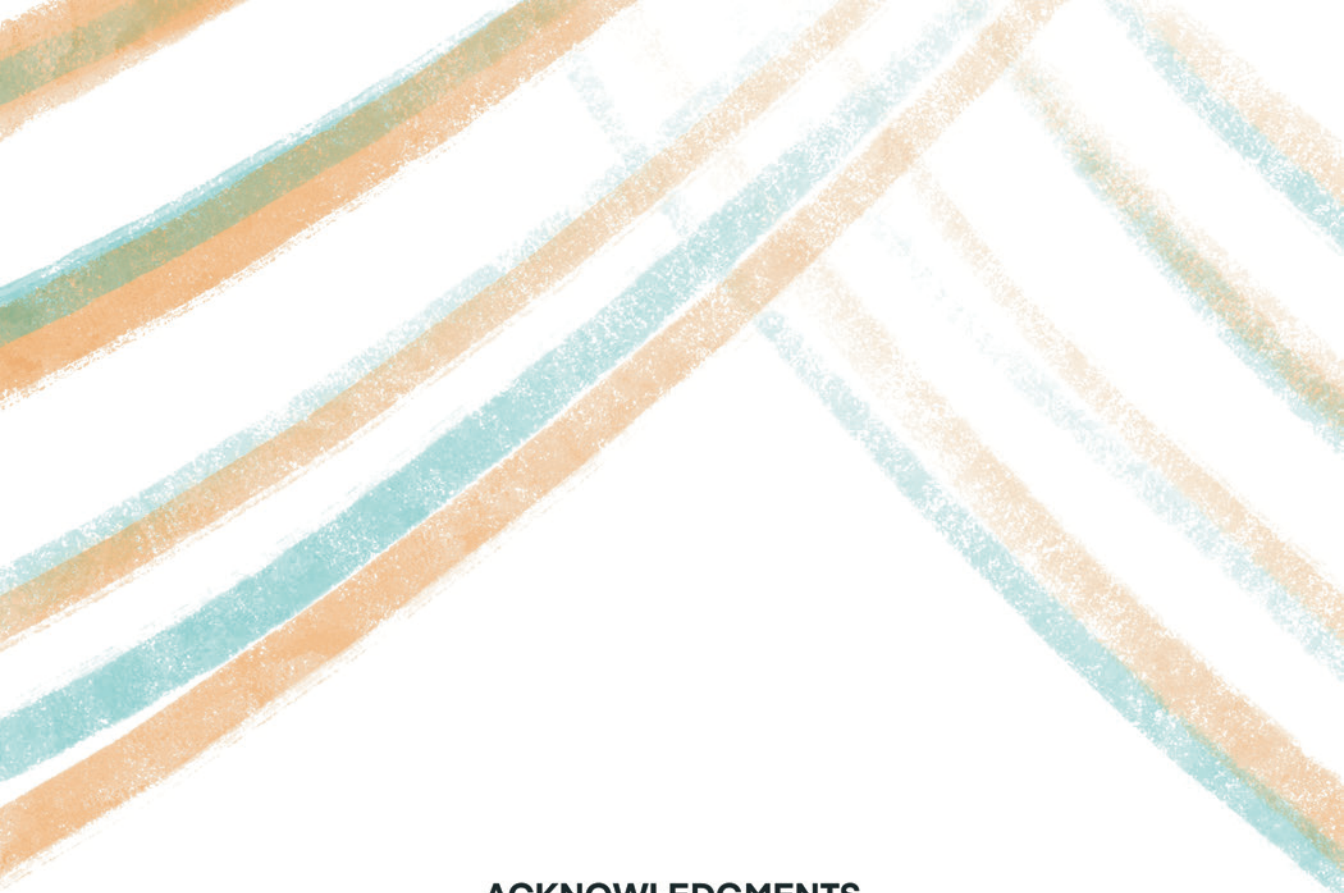


CONFLICT TO CLARITY

A Guide to Effective Resolution

Illustrated by
Lynda Grafito





ACKNOWLEDGMENTS

This resource was born out of the collective coalition work within the Equitable and Just National Climate Platform (EJNCP). We extend our thanks to all those who contributed their time, knowledge, and insights to bring this resource to life.

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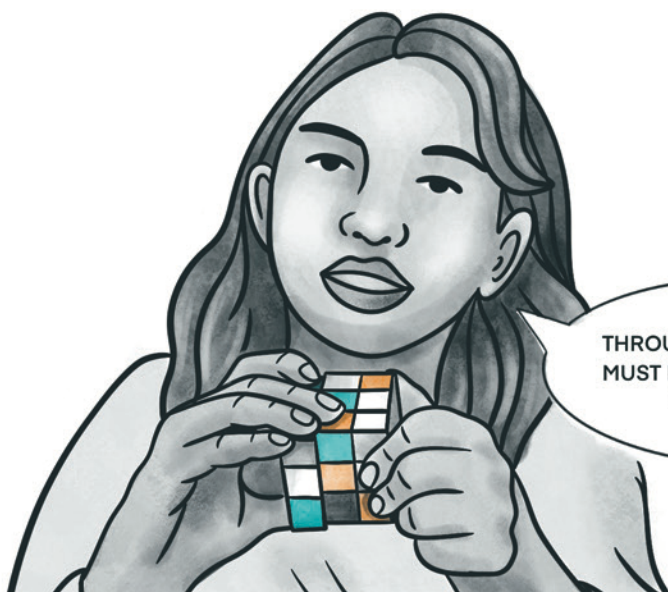
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THROUGHOUT OUR LIVES WE
MUST FACE DIFFERENT TYPES
OF CONFLICTS...



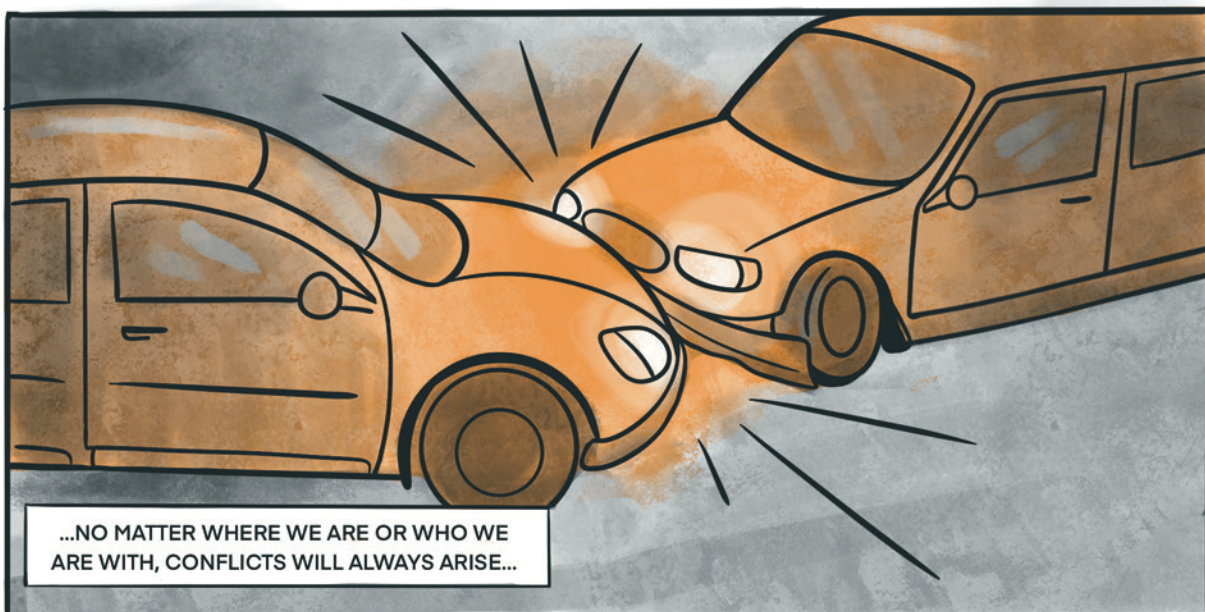
WHEN WE ARE RUNNING AN ERRAND...



...WHILE WE ARE DOING OUR SHOPPING...



...AT WORK WITH
OUR SUPERVISORS
OR CO-WORKERS...

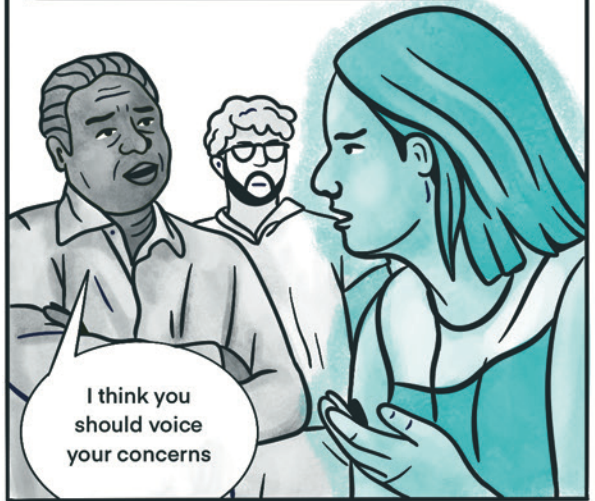




LONGFELLOW IS VISIBLY SHOCKED THAT PHILLIPS IS IGNORING THE POLLUTION CONCERNS THAT OTHER NEIGHBORHOODS SHARED.



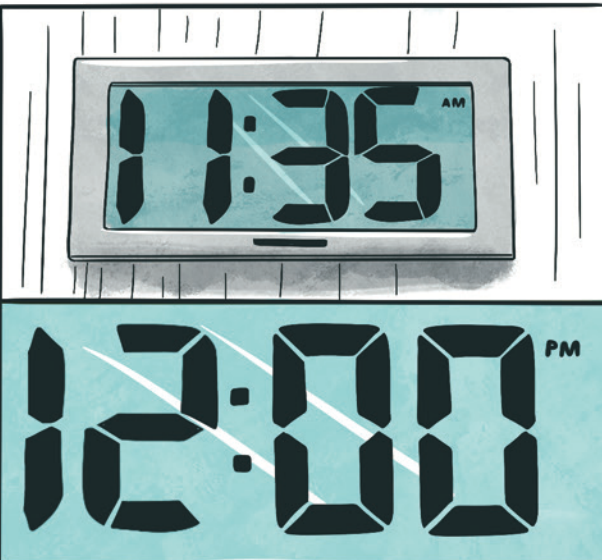
NEAR NORTH NOTICES LONGFELLOW'S BODY LANGUAGE AND FRUSTRATION.

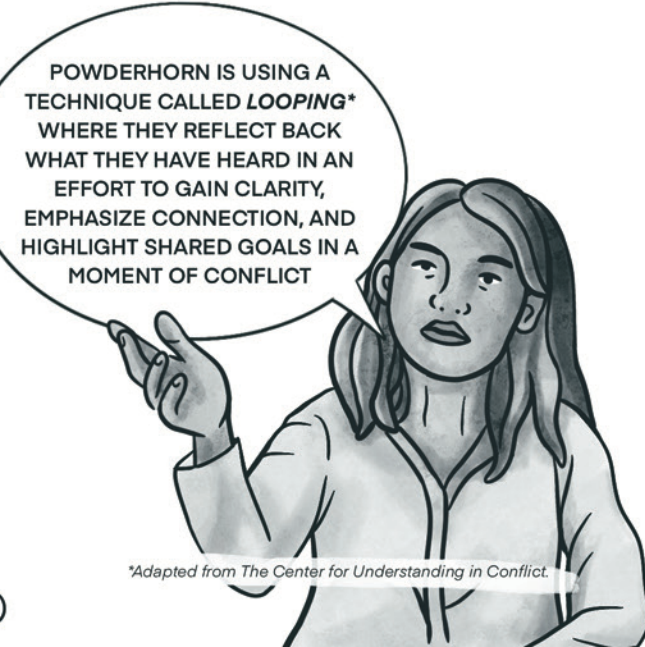


LONGFELLOW DECLINES BECAUSE THEY DO NOT WANT TO SEEM DISMISSIVE OF PHILLIPS' ISSUES...



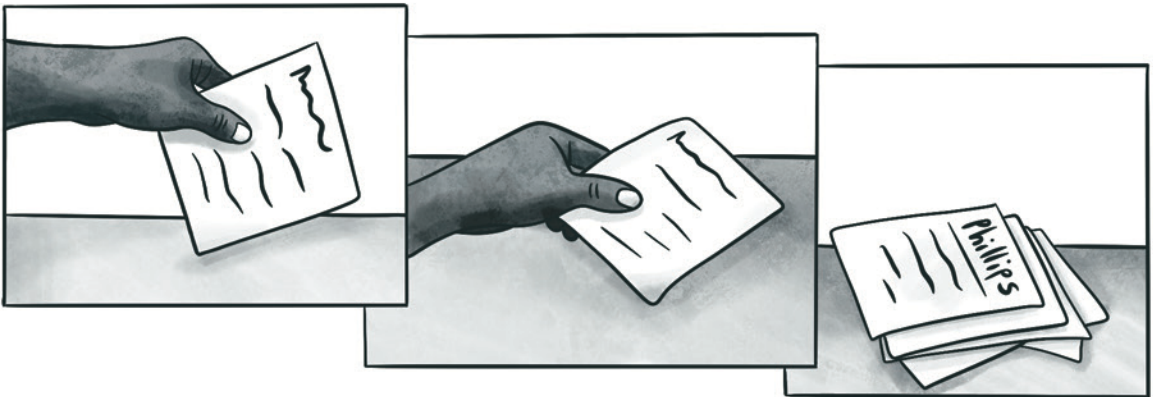
THE MEETING IS FULL OF BACK-AND-FORTH DISAGREEMENTS AMONG ALL NEIGHBORHOODS AS THEY REFUSE TO HEAR ONE ANOTHER OUT AND VOTE ON ONE NEIGHBORHOOD.



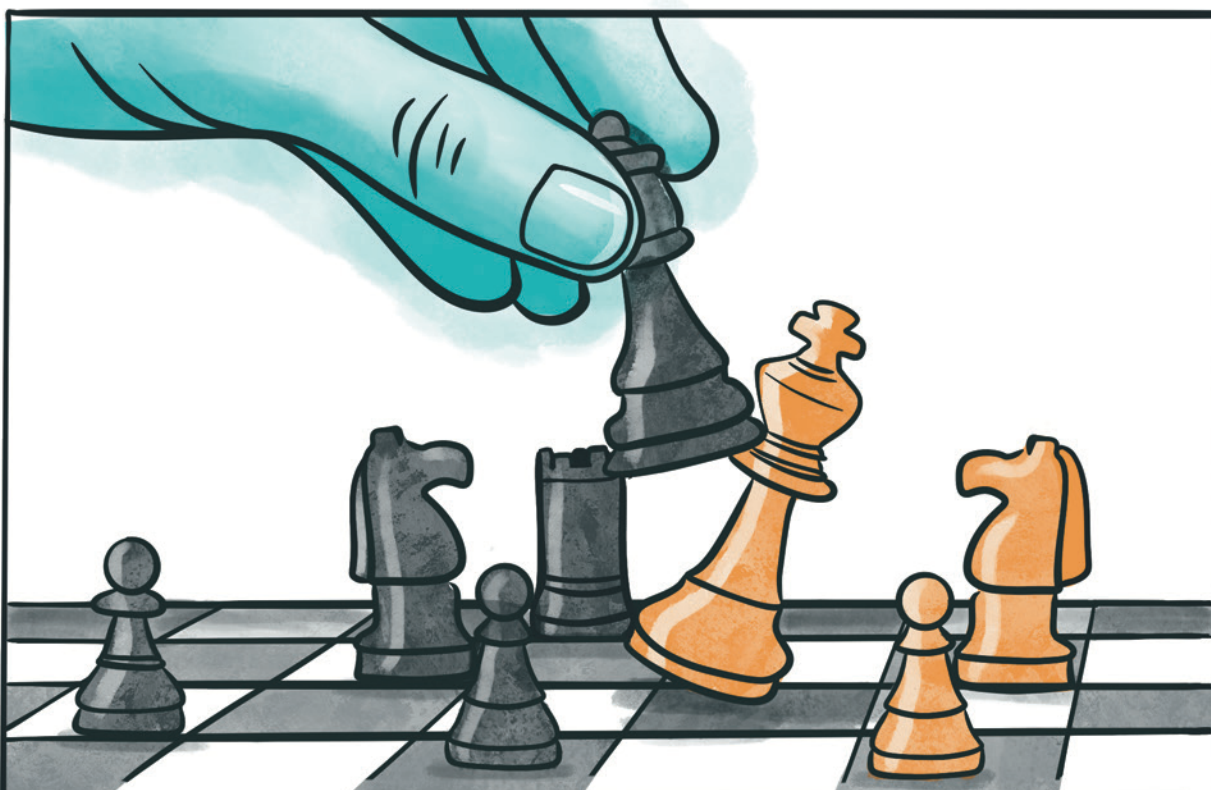
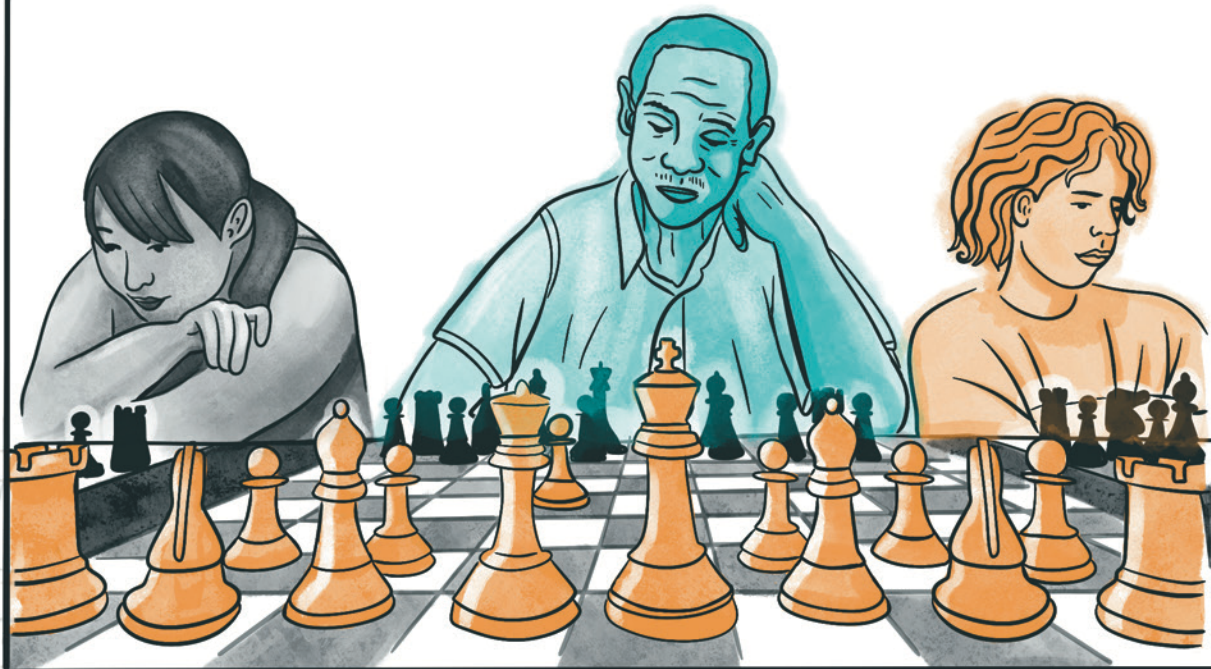


**Adapted from The Center for Understanding in Conflict.*





CONFLICTS ARE MORE NORMAL AND COMMON THAN THEY SEEM AND CAN EITHER STRENGTHEN...



...OR COMPLETELY SEPARATE THE RELATIONSHIPS OF PEOPLE AND GROUPS IF THE PROBLEM IS NOT RESOLVED PROMPTLY AND RESPECTFULLY.

WHEN WE ARE IN CONFLICT, WHAT FEELINGS ARISE WITHIN US?



IN OUR WORKPLACE...



...OUTSIDE OF WORK...



DURING CONFLICTS, DIFFICULT CONVERSATIONS MAY ARISE.



WE CAN BETTER UNDERSTAND CONFLICTS BY *UNTANGLING* A DIFFICULT CONVERSATION INTO THREE SEPARATE COMPONENTS*...



IDENTIFY *WHAT* HAPPENED OR WHAT THE CONFLICT IS ABOUT

ADDRESS *WHERE* OUR FEELINGS ARE COMING FROM

AND ATTEMPT TO *UNDERSTAND* THE OTHER PERSON'S FEELINGS



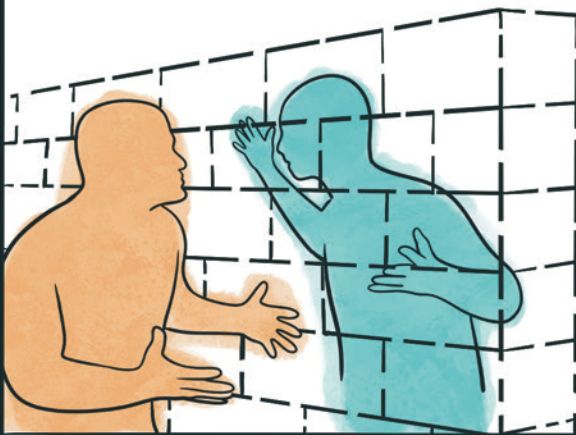
FROM HERE, WE CAN UNDERSTAND WHAT IS AT STAKE AND THE MEANING BEHIND OUR FEELINGS AND REACTIONS.



BY *UNTANGLING* A DIFFICULT CONVERSATION INTO THESE THREE COMPONENTS, WE MAY FIND THAT IT IS EASIER TO UNDERSTAND THE OTHER PERSON'S PERSPECTIVE AND WORK TOWARDS RESOLVING CONFLICT.

*Source: Stone, Douglas, Bruce Patton, and Sheila Heen. *Difficult conversations*. Penguin. 2000.

DURING CONFLICTS, SOMETIMES JUDGMENTS ABOUT A PERSON OR GROUP CAN GET IN THE WAY.

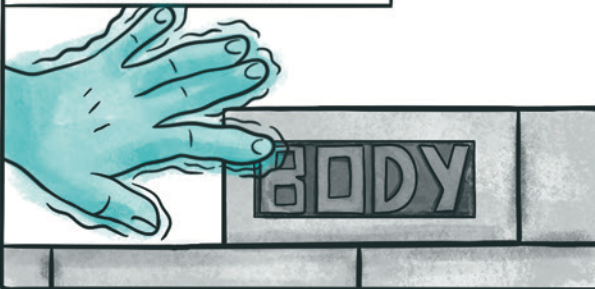


A JUDGMENT IS A KNEE-JERK REACTION THAT PUTS UP A WALL BETWEEN YOU AND THE OTHER PERSON AND CAN BLOCK YOU FROM RESOLVING CONFLICT.

TO TAKE DOWN THIS WALL OF JUDGMENT, WE MUST COME FROM A PLACE OF CURIOSITY AND AWARENESS ABOUT OURSELVES IN ORDER TO CONNECT AND BE OPEN TO OTHERS



FIRST, RECOGNIZE YOUR BODY'S PHYSICAL EXPRESSIONS...



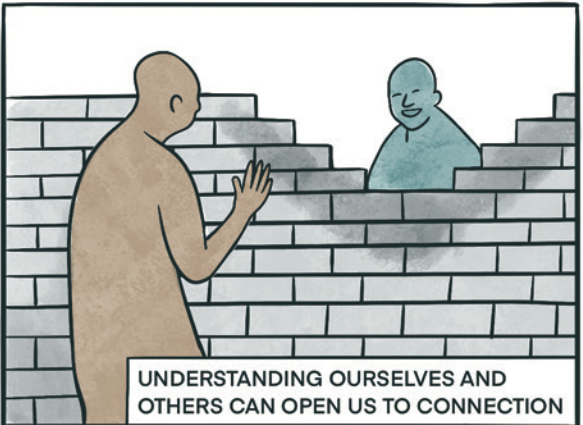
THEN, PAY ATTENTION TO WHAT YOU ARE FEELING INTERNALLY



THESE FEELINGS SHOULD REMIND US THAT OTHERS ALSO HAVE EMOTIONS THAT WE CANNOT SEE



AND THAT WE SHOULD BE CURIOUS ABOUT THEIR SITUATION AS WELL



UNDERSTANDING OURSELVES AND OTHERS CAN OPEN US TO CONNECTION

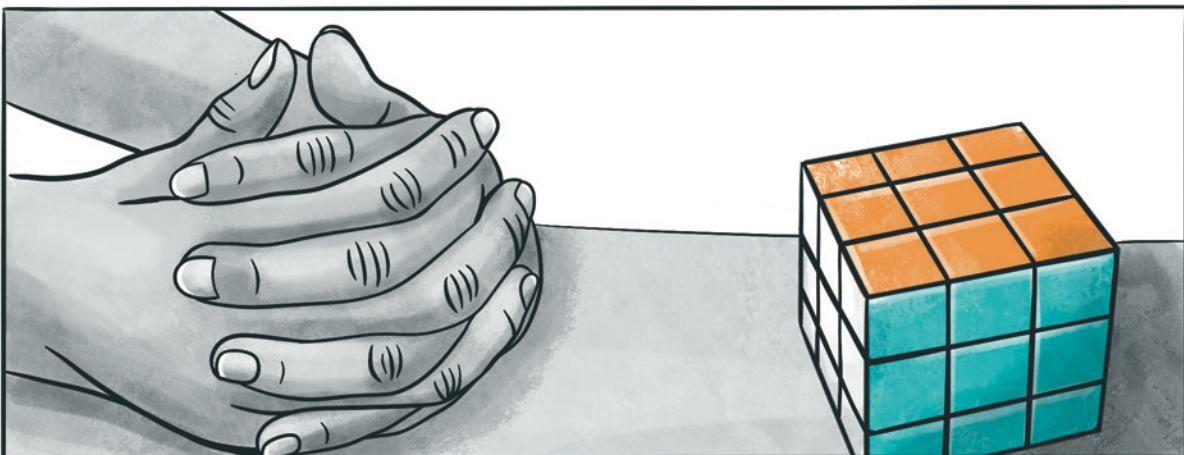


THE PROCESS DESCRIBED ABOVE DEPICTS WORKING TO *THE INTERNAL V**, A TOOL THAT ALLOWS US TO MOVE TOWARDS RESOLUTION BY FINDING CONNECTION WITH PEOPLE OR GROUPS WE MAY HAVE INITIALLY JUDGED.

IF AND WHEN CONFLICT ARISES, WE CAN TAKE STEPS TO ENSURE THAT IT DOES NOT DAMAGE THE RELATIONSHIPS AND THE WORK WE HAVE BUILT.



CONFLICTS IN OUR PERSONAL AND PROFESSIONAL LIVES ARE INEVITABLE, AND EACH SITUATION WILL BE UNIQUE...



BUT WE HOPE THE TOOLS IN THIS ZINE EMPOWER YOU TO APPROACH CONFLICT WITH RESPECT, UNDERSTANDING AND A FOCUS ON CONSTRUCTIVE RESOLUTION, FOSTERING STRONGER, MORE POSITIVE RELATIONSHIPS.



RESOURCES

LOOPING TO UNDERSTAND + RECOGNIZING CONFLICT STYLES

<https://understandinginconflict.org/looping/>

<https://www.leadershipsucces.co/conflict-management/conflict-styles>

UNTANGLING DIFFICULT CONVERSATIONS

Difficult Conversations: How to Discuss What Matters Most by Douglas Stone, Bruce Patton and Sheila Heen.

WORKING THROUGH JUDGEMENTS

More information on Internal V:

<https://understandinginconflict.org/neutrality-and-objectivity/>

Inside out: How conflict professionals can use self-reflection to help their clients by Gary J. Friedman.

ADDITIONAL RESOURCES

The ladder of inference:

<https://www.mindtools.com/aipz4vt/the-ladder-of-inference>

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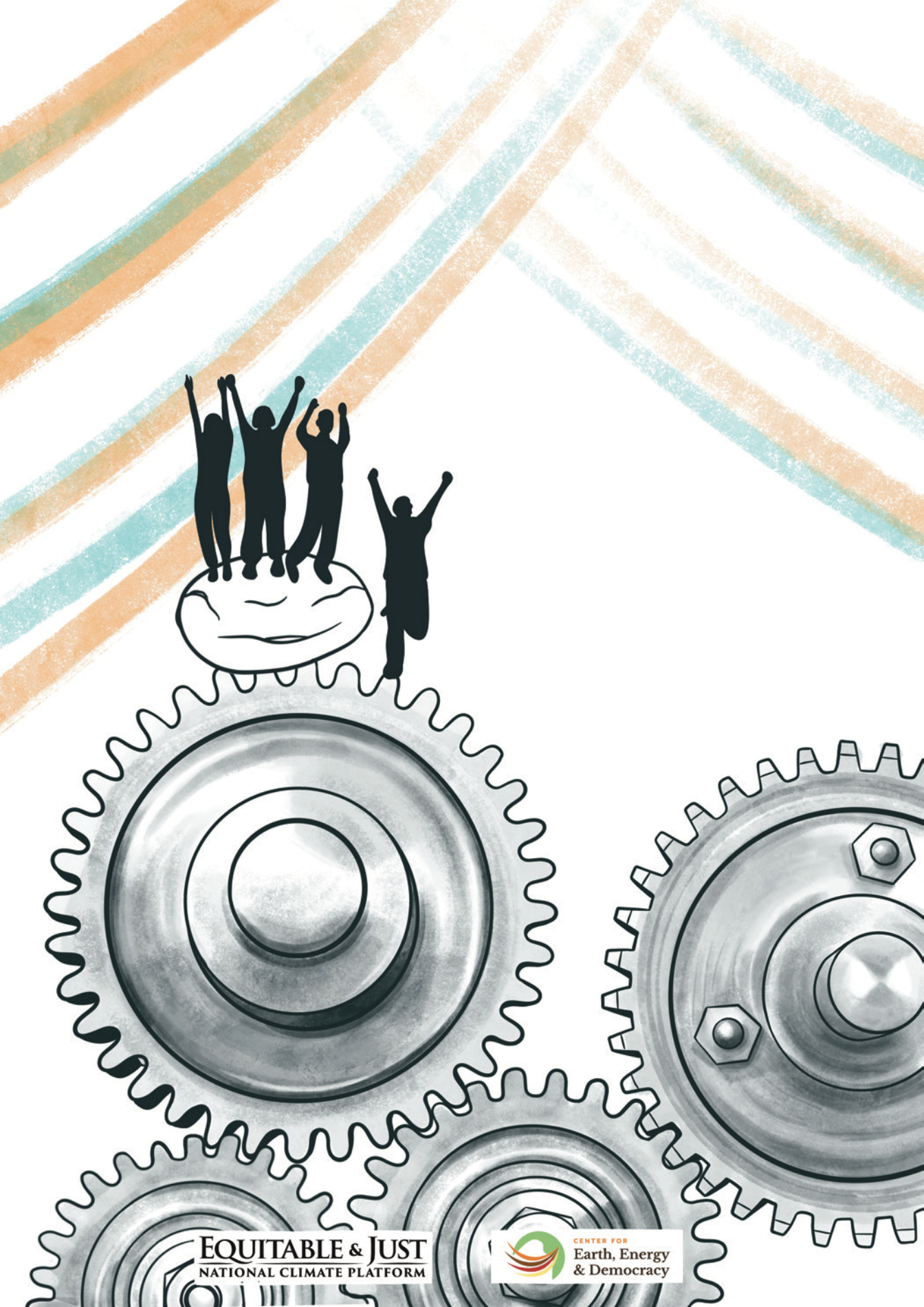
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Center for Earth, Energy & Democracy

<https://ceed.org>

The Equitable and Just National Climate Platform

<https://ajustclimate.org>



EQUITABLE & JUST
NATIONAL CLIMATE PLATFORM

