

Conflict Navigation Tool

1 Clarity

Define the issue

What is the history of the issue?



What is our mission?



Who are the people involved?
What are their roles?



How critical is the issue?



Large rounded rectangular area with horizontal dotted lines for writing notes.

2 Conversation

Whom needs to talk to whom

Set conversation ground rules



No triangulation allowed



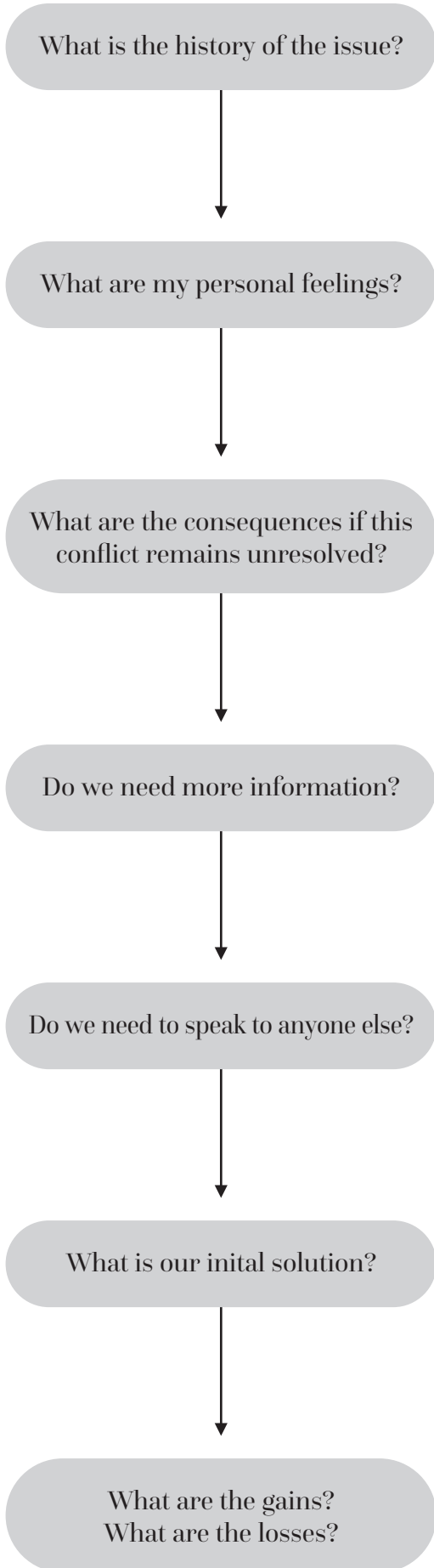
Speak to everyone
not just one source

Large rounded rectangular area with horizontal dotted lines for writing notes.

3 Consideration

Thinking and reflective

In the process you may have to repeat steps 2-3 before moving on to step 4



A large, light gray rounded rectangular area containing horizontal dotted lines for writing.

4 Cooperation

Agreed actions

 We never communicate until we have agreed actions



Who makes the decisions?



What are the agreed actions?



Record the intended actions

Lined writing area for section 4.

5 Communication


One mission one message

Who needs to know first? Then who?



Agree language. Agree message.



 Everyone must have the same message of agreed actions

Lined writing area for section 5.