



## Conflict - Crisis or Opportunity?

Conflict can develop into a crisis but it can be also be an opportunity for positive change. It's often hard to see the opportunity, especially when you're in the middle of a conflict. This exercise can help you think through the conflicts that you handled well so that you can improve your skills when the next conflict that comes along.

### Exercise:

Think of a situation when you had a conflict with another person at home, at work or in the community. The conflict could be big or small, but should be one that you feel you handled well.

### Ask yourself these questions:

1. What was the issue? What happened?
2. What was your side of the story?
3. What did you do to address the issue with the other person?
4. How were you able to break down any barriers to communication? What did you do to better understand the other person's point of view?
5. How did you find common ground between yourself and the other person? How did you encourage cooperation?
6. Did you feel satisfied with the end result of the conflict? Was the other person satisfied?
7. What would you do differently now based on your experience and thinking through this issue?