



Basic Assumptions for Resolving Conflict

The difference between blame and holding someone accountable is your willingness to bring connection and resources to the table instead of making them wrong. ~Philippe Lewis

1. Everything humans say and do is an attempt to meet their own needs.
2. The purpose and intended outcome of learning these aspects of conflict resolution is to live each moment knowing what experience you intend to generate. Knowing what you intend when you do or say something allows for more confidence that what you say/do will fulfill that intention —and to notice if it does not.
3. Everyone is 100% responsible for the meaning they make. Understanding your filters will help you to notice and distinguish your thoughts (judgments, assessments) from reality (facts).
4. Understand that everyone, yourself included, in every moment, is/was choosing to act in the best way possible they knew to get their needs met. The strategy may or may not have met the needs, and/or the cost of meeting those needs in the particular way chosen may have been high —meaning difficult for someone else or many others. Understanding this allows for conversations to move to a practical and productive exploration of what needs people were trying to meet, rather than an ongoing struggle of trying to convince others that what they said or did was wrong (and vice versa).
5. Resolving conflict is a choice. Understand why —what needs are met by choosing to take actions intended to resolve conflicts in your life is essential for increasing the likelihood that you will be able to. You are not required to make this choice. If you choose to take action which (intended or not) stimulates conflict, or leaves underlying conflicts standing, understanding what needs you are attempting to meet by this choice, will offer you more confidence in making that choice.
6. If you choose to attempt to resolve conflict, curiosity about what needs others are/were attempting to meet and accepting responsibility for any contribution you have made (intentional or otherwise) to the misunderstanding is the most likely way to generate enough understanding and mutuality to appreciate the others, and they you so that new strategies can be discovered for all needs to get met, should a similar situation arise.
7. If you choose to attempt to resolve conflict, holding tightly to all needs getting met and loosely (creatively) to how that will happen is essential.