

Closed-loop, micro-circles: *For a specific conflict*

1. **Person A:** What would you like person B to know?
2. **Person B:** What did you hear that is important to person A?
3. **Person A:** Is that what you wanted understood?
 - a. No? Return to step 1.
4. Repeat this process for person B.

5. **Asked to everyone:** What needs to happen next?
6. Are everyone's needs met?
 - a. No? What else can we do?

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7. **Person A:** What would you like person B to know?
8. **Person B:** What did you hear that is important to person A?
9. **Person A:** Is that what you wanted understood?
 - a. No? Return to step 1.
10. Repeat this process for person B.

11. **Asked to everyone:** What needs to happen next?
12. Are everyone's needs met?
 - a. No? What else can we do?

Strategies that resolve conflict:

- Move away from focusing on the past & toward improving future conflicts.
- Attack the problem, not the person.
- Start from a position of care, support, and understanding of others.
- *Can you acknowledge and accept the other's feelings and perspective?*
- *Can you acknowledge and accept your part in what happened?*

Feedback Wheel, Restorative Circle, Ho'oponopono

What do you want known (and by whom) about what happened?

1. *What are the facts of what happened?*
 2. *Why do you think this happened?*
 3. *How did you feel about it?*
 4. *Why did you respond as you did?*
- To the recipient: **What did you hear is important to that person that you become aware of?** (*close loop communication*)
 - To the initiator: **Is that what you wanted understood?** (no? try again)
 - Once those involved agree, repeat this process for the others.

To everyone: What would you request from others? What can you offer in return?

- Make your request a *specific behavior*: reasonable, direct, and measurable. Offer how you may help them deliver.
- Are only your needs met? Then the conflict is not resolved.
- Set a specific date to check in: is there improvement? What can we do next?

Strategies that sustain conflict:

- Being right
 - Pushing your more “valid” or “accurate” perspective over others.
 - Problem: *The truth is in the middle; this approach leads to endless objectivity battles, psychological violence.*
 - *It leads to self-righteousness, resentment and indignation, inequality.*
 - *If you win—you lose.*
- Controlling your partner
 - Directly or indirectly (manipulation)
 - It may seem to “work”, but leads to resentment, resistance.
 - *Does not lead to equality or respect.*
- Unbridled self-expression
 - “I have the *right* and the need to share my feelings with you ‘spontaneously’”.
 - Believing that sharing is authentic and means trust, openness.
 - *Leads others to feel unsafe, defensive, less able to be generous.*
- Retaliation
 - Perverse justice: “offending from the victim position.”
 - Distorted communication: trying to “make you feel what I feel.”
 - Can be explicit or covert (passive aggression)
 - *Leads to resentment, less generosity, retaliation, being hurt.*
- Withdrawal
 - Masquerades as mature acceptance or appropriate boundaries.
 - Stems from resignation or retaliation, becomes avoidance.
 - *Leads to resentment, breakdown in communication, no resolution to conflicts.*

Adapted from Gottman, McKnight, Simeona