

Worksheet

Navigating Conflict with Empathy, Honesty & Creativity

1. What do you notice with your 'wave' of stress?
 - Thoughts
 - Sensations
 - Behaviors
2. What work-related interpersonal conflict or communication challenge would you like to practice with today?

3. My Feelings | My Needs

Their Feelings | Their Needs

4. Empathy Practice - Listen to Understand:

- How did it feel?
- What did you learn or what do you want to remember?

5. Share Your Concern - What are your top 1-3 concerns, needs, or values?

6. What thinking skills are most difficult for you?

7. Brainstorm a possible solution that takes into account your needs/concerns and the other person's needs/concerns from #3:

8. How will you practice Collaborative Problem Solving?

- Make it tiny - how will you make it tiny?
- Anchor - what will remind you?
- Celebrate - how will you celebrate?

9. What are you taking away?