

Conflict Resolution Step 1 Questions Skill Card 25:
Questions To Consider Before Having a Conflict Conversation
[Conflict Resolution Skills Module](#)

Whenever there is a conflict, it is usually best for you to raise the issue if possible since it gives you time to think about what you want to do, what you want to say and how, what your and the other person's true interests are in this situation, and what creative solutions you see to satisfactorily resolve the conflict. In addition, it will be easier to avoid many of the mistakes we make during conflict conversations. Ask yourself the following questions before having the conversation; write them out whenever possible.

Step # 1: Questions To Answer Before Having a Conflict Conversation:

1. Who is the conflict with?
2. What happened? What is this conflict about? What impact has the conflict had on me and our relationship?
3. How do I feel about this situation? How do I feel towards the other person regarding this conflict?
4. What judgments and assumptions am I making about the other person?
5. How have I contributed to this problem? What is my contribution to this conflict?
6. What are my true interests—my needs, wants, hopes, and fears regarding this situation? (versus my position)?
7. How do I think the other person sees this conflict? What impact, if any, has this conflict had on the other person?
8. How do I think they feel about it? How do I think they feel towards me regarding this conflict?
9. What is their contribution to the problem?
10. What do I think the other person's interests are—their true needs, wants, hopes, and fears regarding this situation? (versus their position)?
11. What do I think they want to happen? What do I think they see as a satisfactory resolution?
12. Can I reach a satisfactory resolution to this conflict by changing my contribution only? If so, what will I do?
13. Is raising this issue the best way to address this conflict and achieve my goal?
14. How will it affect the relationship if I don't raise this issue? How do I think I will feel about this person if I do not raise it?

15. If I don't want to raise the issue, what do I need to do to help myself to let go and move on from this situation?
16. What creative solutions do I see that meet my true interests and needs, and the true interests and needs of the other person?
17. What, if anything, am I willing to give up?
18. What am I willing to do?
19. What do I hope to accomplish? What are my goals? What do I see as a satisfactory resolution?
20. Has the person said or done anything in the past that makes me feel defensive or attacked, or that pushes my buttons and throws me off track? If so, what have they said or done?

Scripting My Responses:

1. How will I invite the other person into the conversation?
2. When they accept the invitation to have the conversation, what will I say first?
3. What genuine inquiry questions will I ask to better understand their perspective and needs?
4. Using "I Statements," what will I say to present my creative solutions to this problem that will meet my interests and needs as well as theirs?
5. If I start to feel defensive or attacked, what will I do and/or say to slow things down and avoid getting thrown off track?

See the Conflict Resolution Skills Packet: The Skills Required to Successfully Resolve Interpersonal Conflicts Reading ([Conflict Resolution Skills Module](#)), the Conflict Resolution Skills Card ([Conflict Resolution Skills Module](#)), the Conflict Resolution Reading ([Conflict Resolution Skills Module](#)), and the Conflict Resolution Step One Questions ([Conflict Resolution Skills Module](#)) for additional information on how to successfully resolve interpersonal conflicts.