

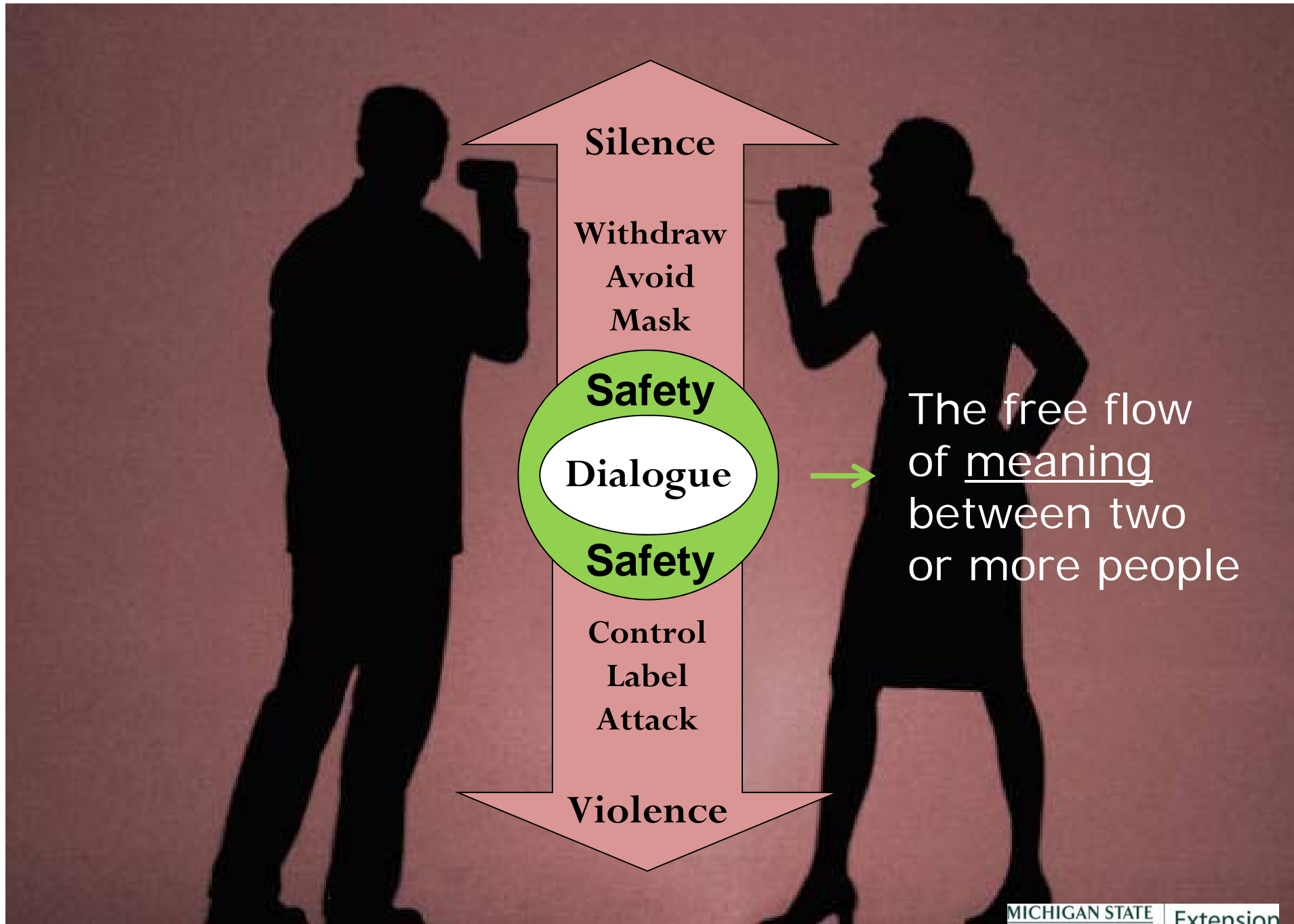
**Georgia Peterson**

Natural Resources Extension Specialist

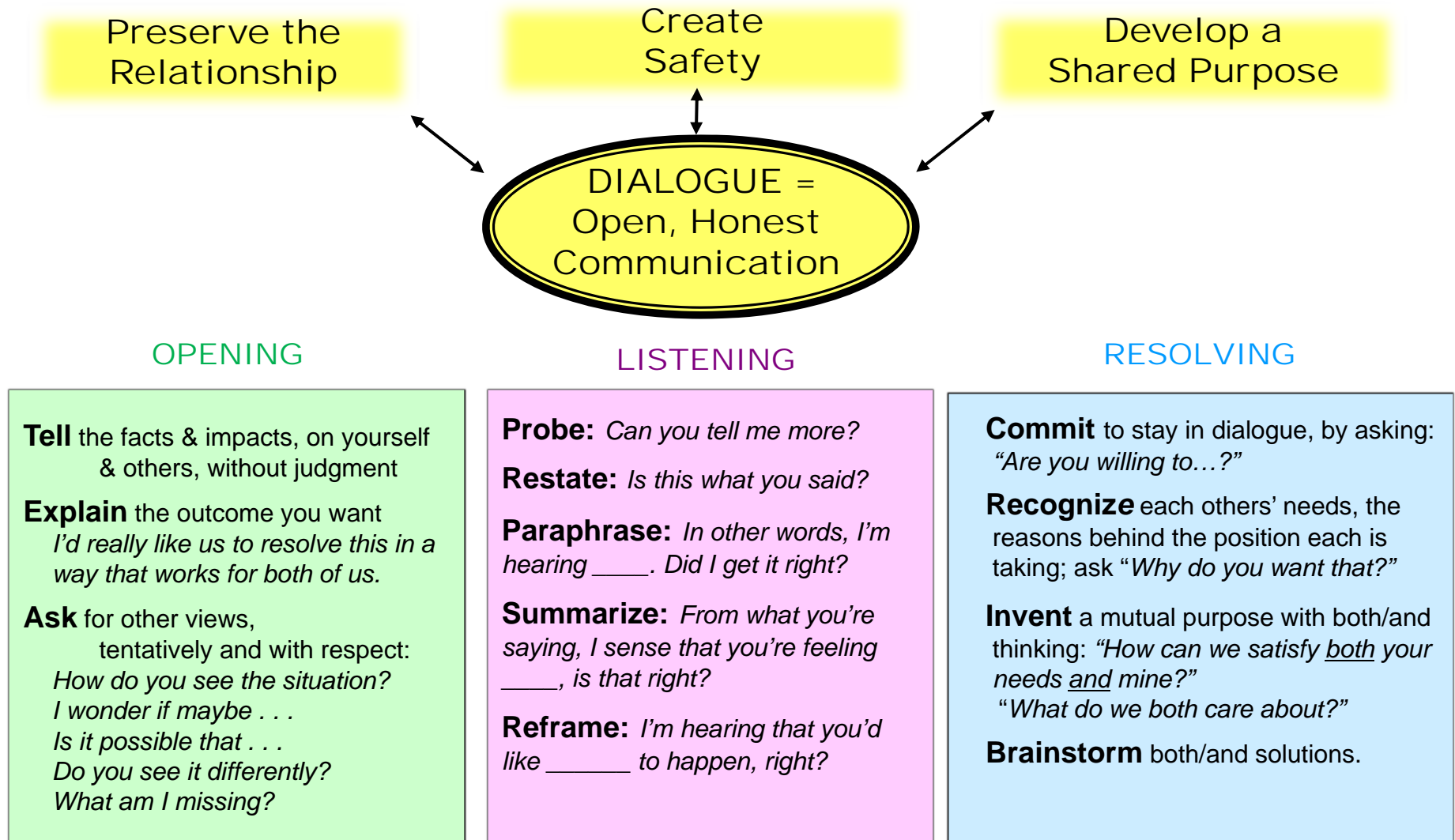
**Rebecca Rogers**

Michigan Natural Features Inventory

**MICHIGAN STATE**  
**UNIVERSITY** | **Extension**



# Communicating Through Conflict



# *Where do I start?*

**T**ell the facts & impacts, on yourself & others, without judgment.

**E**xplain the outcome you want

*I'd really like us to resolve this in a way that works for both of us.*

**A**sk for other views, tentatively and with respect:

*How do you see the situation?*

*I wonder if maybe . . .*

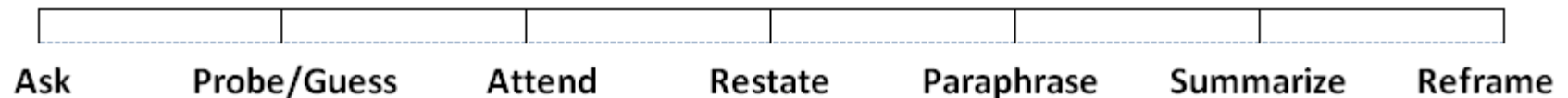
*Is it possible that . . .*

*Do you see it differently?*

*What am I missing?*



# *Active Listening Skills Continuum*



**Paraphrase** – Restate what you think the speaker meant.

**Summarize** – Paraphrase, adding your understanding of the emotion the speaker is expressing.

**Reframe** – State the situation in neutral language including your understanding of what the speaker really wants.

# C R I B



**Commit** to keep working on the problem



**Recognize** the *interests*  
behind the *positions*



**Invent** a mutual purpose or goal  
(reframing with *both/and*)



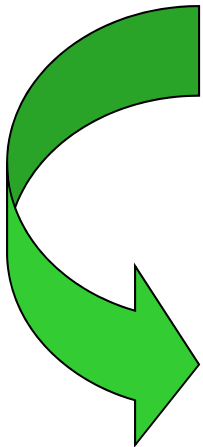
**Brainstorm** solutions

} Today's Practice

## Positions and Interests

**Positions:** A group's desired outcome(s)

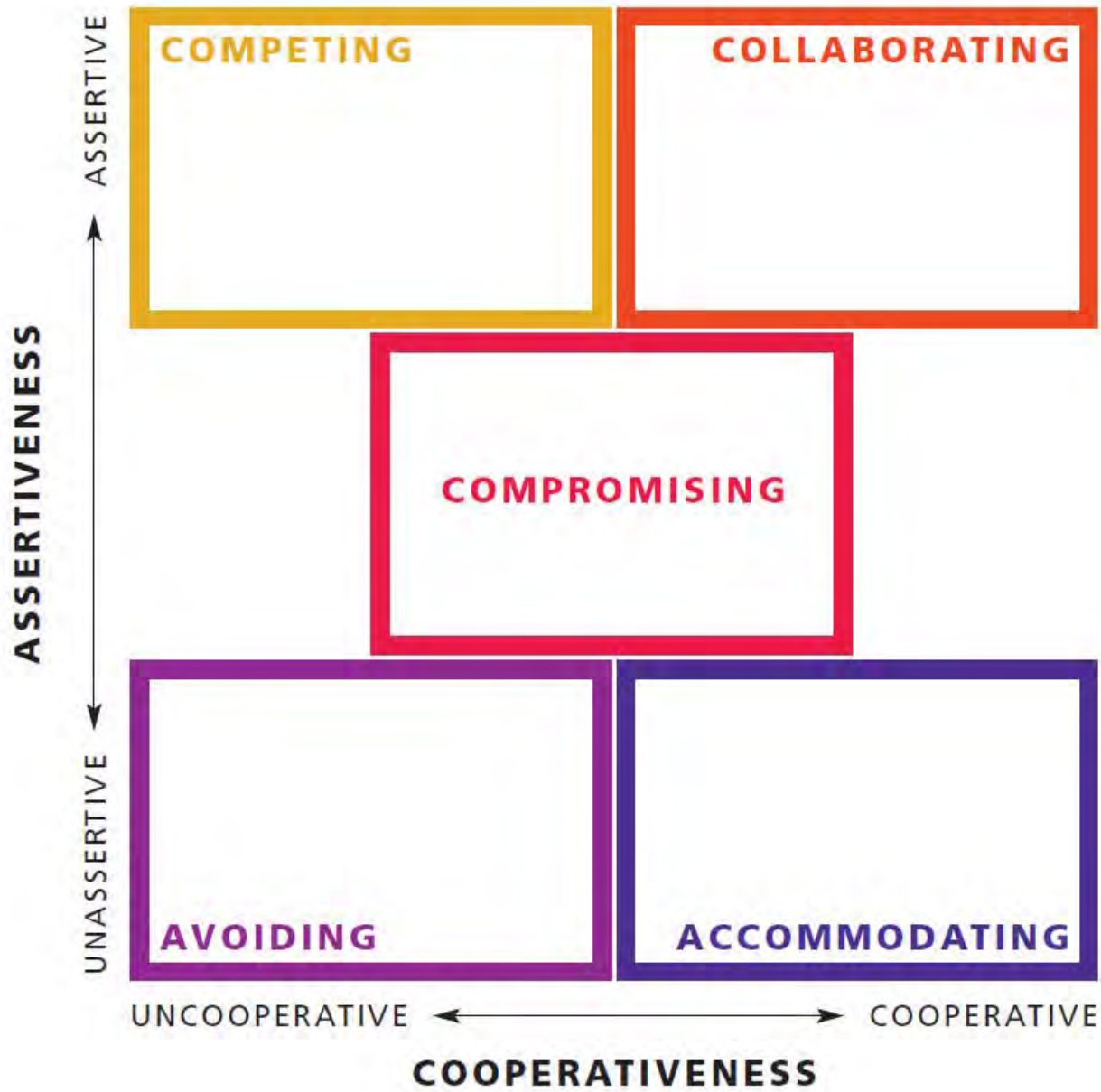
**Interests:** A group's underlying needs, concerns or goals



**Invent** a mutual purpose using everyone's expressed interests.



(concern for one's own needs)



(concern for others' needs)



*Thank you!*

