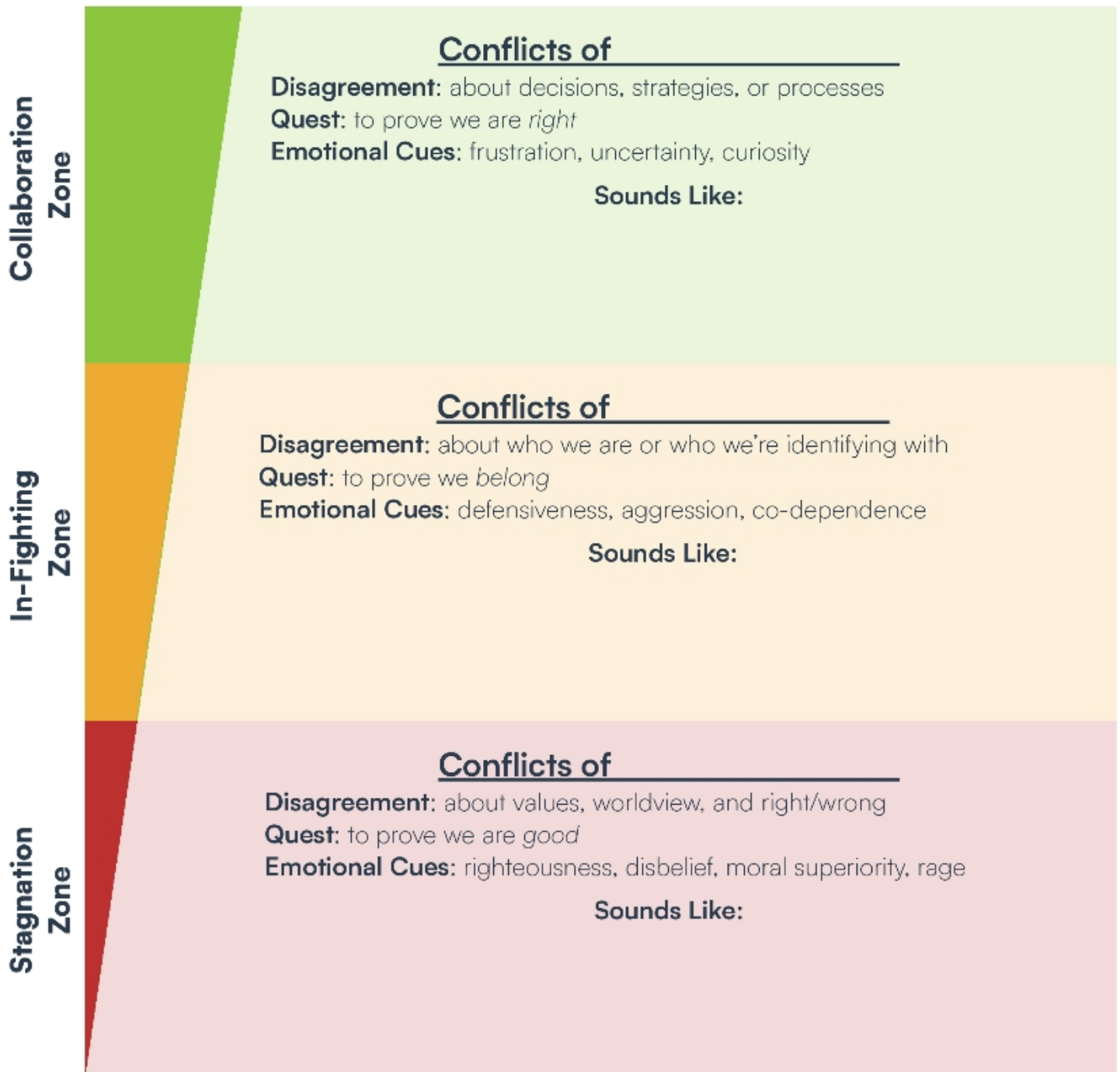


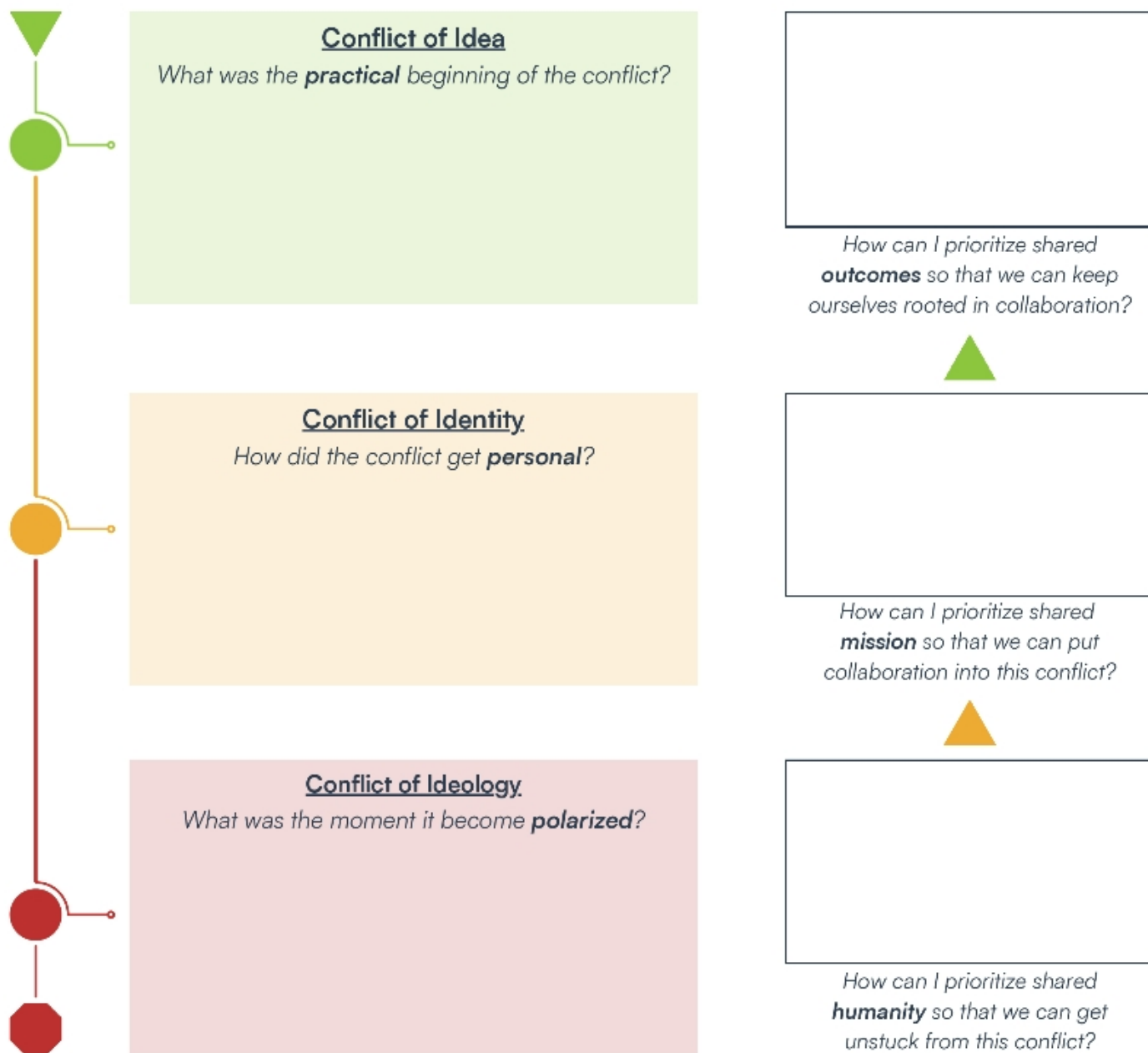
The 3 Tiers of Conflict

This chart illustrates the way conflict “evolves” over time. Use it to track our conversation today, and to inform your use of the worksheet on the reverse side.



Keeping Collaboration at the Core of Conflict

Use this tool to track a current conflict you're in. The flowchart on the left side is a way to explore how the conflict deteriorated or escalated over time, and the one on the right offers some questions to catalyze repair and a return to collaboration.



While not every conflict is the same, every conflict has the same *tendency*: to move from simple disagreement to significant digging-in. Collaboration requires conflict, but conflict at the idea-level only. Conflict that goes deeper than that erodes trust and divides teams.