



craftedleadership

Developing creative, influential leaders

Architecture of Inspiring Leaders



self mastery

healthy responsibility
choosing brilliance
emotional literacy

relational mastery

resonant listening and speaking
agile collaboration
conflict resolution

Openness
to Discovery

creativity and play
active appreciation
embracing differences

improvisation

transparency
impeccable agreements
giving and receiving feedback

integrity



THE LINE





OPEN

THE LINE

CLOSED





OPEN

Undefended, curious, taking responsibility

THE LINE

CLOSED

Defended, committed to being right, laying blame



The Drama Triangle



The Drama Triangle





Conflict Resolution

What is Conflict Resolution?

Conflict resolution is a process to generate a sense of completion while taking responsibility for moving ourselves in the direction of what we most want.



Separating Fact from Story

Facts vs. Stories



Fact

- Measurable results or behaviors
- What a video camera would have recorded
- Factual/objective description
- Reality
- What happened without any meaning

Story

- That which is arguable (others can argue with it)
- Opinions
- Beliefs
- Judgments
- Interpretations
- Assumptions

Facts vs. Stories



Examples of Facts

My boss didn't speak during the meeting.

Sales declined by 10% last quarter.

Alex arrived 10 minutes after the agreed upon start time.



Examples of Stories

My boss is angry with me.

I'm going to lose my job because the company is in trouble.

Alex is irresponsible.



Collaborative Approach to Conflict

Collaborative Approach to Conflict



STEP 1	Acknowledge the behavior that you don't like (described as a fact)
STEP 2	Express the feeling(s) you have (e.g. sad, angry, scared)
STEP 3	Share the story you made up about the behavior
STEP 4	Claim your part in creating the conflict
STEP 5	Make a request (may be a change in behavior, a new agreement, etc.)

Collaborative Approach to Conflict



AN EXAMPLE

“Ryan, the last several times we’ve held video conference meetings, you didn’t mute yourself, and I can hear you typing, eating and moving papers around. I feel angry. I make up a story you don’t notice the impact your noise has on others. My part in this is that I haven’t spoken directly to you; instead I’ve gossiped to the team about this and I’ve stopped speaking up in meetings. My request is that you mute yourself on the calls when you’re not speaking.”

The **behavior**: not muting on video calls

The **feeling**: anger

The **story**: not paying attention to the impact of his behaviors

My part in **creating** the conflict : not speaking up directly, gossiping

The **request**: mute when not speaking on video calls

Practicing the Collaborative Approach to Conflict



STEP 1: Acknowledge the behavior that you don't like (described as a fact)	I notice...
STEP 2: Express the feeling(s) you have (e.g. sad, angry, scared)	I feel/felt...
STEP 3: Share the story you made up about the behavior	The story I made up is...
STEP 4: Claim your part in creating the conflict	My part in creating this conflict is...
STEP 5: Make a request (may be a change in behavior, a new agreement, etc.)	Would you be willing to... My request is...



Thank You



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