**Use Reframing Questions to Navigate Conflict**

Conflicts often arise because we don't understand where the other person is coming from. People often believe (without even realizing it) that their perspective is the right view. It is easy to suffer from a lack of curiosity about how another person(s) came to their point of view or conclusion. Reframing Questions are useful when you are striving to consider multiple perspectives:

Meaning – what else could this mean?

Context – where else could this be useful?

Learning – what can I learn from this?

Humor – what’s the funny side of this?

Solution – what would I be doing if I solved this problem?  Can I start doing that now?

Silver Lining – what opportunities are lurking inside this problem?

Points of View – how does this look to others involved?

Creative Heroes – How would one of my creative heroes approach this problem?

**Other useful tools to employ to dig underneath and resolve a conflict:**

* Active Listening – Repeat back what you heard someone say to make sure you understand what they intended to say, it leads to shared meaning
* Ask Questions – Ask clarifying questions to make sure you understand what was said Often we may use a word that we might define differently then another person, this is quite common with people from different disciplines or majors!
* Be Curious – Ask questions to understand how others got to their opinion. Remember the Ladder of Inference? Ask questions to surface the underlying data a person is using to form their opinion, assumptions they may be making, conclusions they may draw to get to their point of view which influences their actions.
* Share Your Thinking – Share your thinking process with others. State your opinion and how you got there by making the rungs of your Ladder of Inference visible. This opens up a dialogue.
* Really Listen – Be present and listen to what others are saying.
* Check Your Assumptions – Also be aware of and question the assumptions you are making! If you are having a strong emotional reaction to something someone is saying, what they are saying might be in conflict with an assumption you hold true so ask questions to test that assumption!