

Quick Connect: Conflict Resolution

Learning Objectives:

- Understand the cycle of conflict
- Learn the "PEACE" method for dealing with conflict.

Part 1: Initial Connection (1 minute)

"Hey, I see there is a conflict going on between you and _____. Let's take a breath together and figure this out."

- Take one deep breath together
- Maintain eye contact
- Use calm voice

Part 2: Quick Assessment (1 minute)

"On a scale of 1-10:

- How in control are you right now?
- How safe do you feel?
- How much do you want to solve this?" (knowing that you can only control yourself)
- What would a solution look like for you?
- How best could I support you?

Part 3: PEACE Method (2 minutes)

Guide them through:

- P: Pause & breathe
 - Pause and take a deep breath
 - Notice physical reactions (tension, heart rate)
 - Ask: "What am I feeling right now?"
- E: Express and Empathize
 - Use "I" statements to share feelings
 - "I feel ___ when ___ because ___"
 - Practice active listening
 - Maintain eye contact
 - Nod to show understanding
 - Avoid interrupting
 - Show empathy through "mirroring"
 - "I hear you're feeling..."
- A: Acknowledge Different Views
 - Validate others' feelings (doesn't mean you agree with them)
 - Focus on understanding, not winning
 - Recognize that multiple truths can exist
- C: Collaborate on Solutions
 - Focus on the issue, not the person
 - Brainstorm options together, looking for win-win possibilities
 - Ask:
 - "What would make this better for both of us?"
 - "How can we prevent this in the future?"
 - "What's most important to each of us?"
- E: Engage in Action
 - Choose a solution together
 - Make specific commitments
 - Set a timeline for changes
 - Plan check-in points (if necessary)

Common things to avoid:

- Bringing up past conflicts
- Making assumptions
- Using Absolutes (always/never)
- Attacking Character
- Defensive Reactions
- Interrupting
- Refusing to compromise

Part 4: Closing Safety Check (1 minute)

- Confirm immediate safety
- Set one concrete next step
- Arrange follow-up if possible

Emergency Response:

If at any point a participant indicates intent to harm self/others → Transition to your organization's crisis protocol.