

The Conflict Intelligence Snapshot

A simple way to prepare for difficult conversations

Use this quick reflection before an important conversation to move from reaction to intention. It takes 3–5 minutes and can significantly change how the interaction unfolds.



1. What's happening in me?

- What specifically is triggering me here?
- What assumptions am I making?
- What am I feeling right now?



2. What might be happening for them?

- What outcome might they want?
- What could be driving their behaviour?
- What might they be assuming about me, the situation, or the outcome?



3. What do I actually want?

- What is my desired outcome from this conversation?
- What matters most to me here?
- What am I willing (and not willing) to accept?



4. How do I want to show up?

- How do I want the other person to experience me?
- What tone or approach will support that?
- What will I do differently this time?
- How am I visualizing the pattern of interaction?



Conflict is inevitable. How you show up in it is not.

If you'd like to think through a real situation using this approach, this is the focus of Thought Partner Coaching—helping you navigate difficult conversations with clarity and intention.

