

## Conflict Navigation Quick Guide

This framework provides a step-by-step approach to addressing tension points in organizations, fostering resolution and alignment while embedding accountability, equity, and care.

### Key Principles Embedded in the Framework

**Equity:** Center the voices of those most impacted by the tension.

**Care:** Prioritize psychological safety and emotional well-being throughout the process.

**Accountability:** Foster an environment where harm is acknowledged and repaired.

**Transparency:** Communicate openly about the process, decisions, and outcomes.

**Reconnection & Growth:** Focus on long-term solutions that strengthen the organization's culture.

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### Step 1: Acknowledge and Name the Tension

**Purpose:** Create space to identify and validate the tension point.

#### Questions to Explore:

- What is the specific issue or tension point?
- Who is impacted, and how?
- How does this tension connect to the organization's values or culture?

#### Actions:

- Facilitate an open discussion or anonymous survey to surface perspectives.
- Use neutral language to describe the issue, encourage "I" statements & listen to understand, not judge or react.

### Step 2: Explore the Root Causes

**Purpose:** Move beyond surface-level symptoms to understand underlying dynamics.

#### Questions to Explore:

- What systemic, cultural, or interpersonal factors contribute to this tension?
- Are there power imbalances, miscommunications, or unexamined biases at play?
- How do historical or past events inform this current tension?

#### **Actions:**

- Conduct a root cause analysis (e.g., ask “Why?” multiple times to go deeper).
- Acknowledge the role of systemic inequities if relevant.
- Conflict mapping

### **Step 3: Find Alignment & Connection**

**Purpose:** Address emotional and physiological responses to ensure a safer environment for dialogue.

#### **Questions to Explore:**

- How is the tension affecting emotional and somatic states?
- What support do individuals need to feel safe engaging in this process?

#### **Actions:**

- Lead somatic grounding exercises before discussions.
- Set agreements for respectful communication.
- Provide neutral facilitators or mediators if needed.

### **Step 4: Facilitate Dialogue and Understanding**

**Purpose:** Foster mutual understanding through deep listening and collaborative problem-solving.

#### **Questions to Explore:**

- What are the perspectives and needs of everyone involved?
- What shared goals or values can guide this resolution process?

#### **Actions:**

- Use a structured dialogue format, such as a restorative circle or conflict mediation session.
- Encourage participants to share impacts, not just intentions (e.g., “When X happened, it made me feel Y.”).
- Reflect back what you hear to ensure understanding.

### **Step 5: Co-Create Solutions and Commitments**

**Purpose:** Develop actionable solutions that address root causes and foster accountability.

**Questions to Explore:**

- What steps can we take to repair harm and rebuild trust?
- What commitments can we make to prevent future tension?

**Actions:**

- Generate ideas collaboratively, ensuring all voices are heard.
- Prioritize solutions that align with organizational values and center equity.
- Define clear responsibilities and timelines for implementing changes.

### **Step 6: Follow Through and Evaluate**

**Purpose:** Ensure accountability and measure the effectiveness of the resolution process.

**Questions to Explore:**

- Have the agreed-upon actions been implemented?
- How has the organizational culture shifted as a result of this process?

**Actions:**

- Schedule follow-up meetings to assess progress and address new challenges.
- Gather feedback from participants on what worked and what didn't.