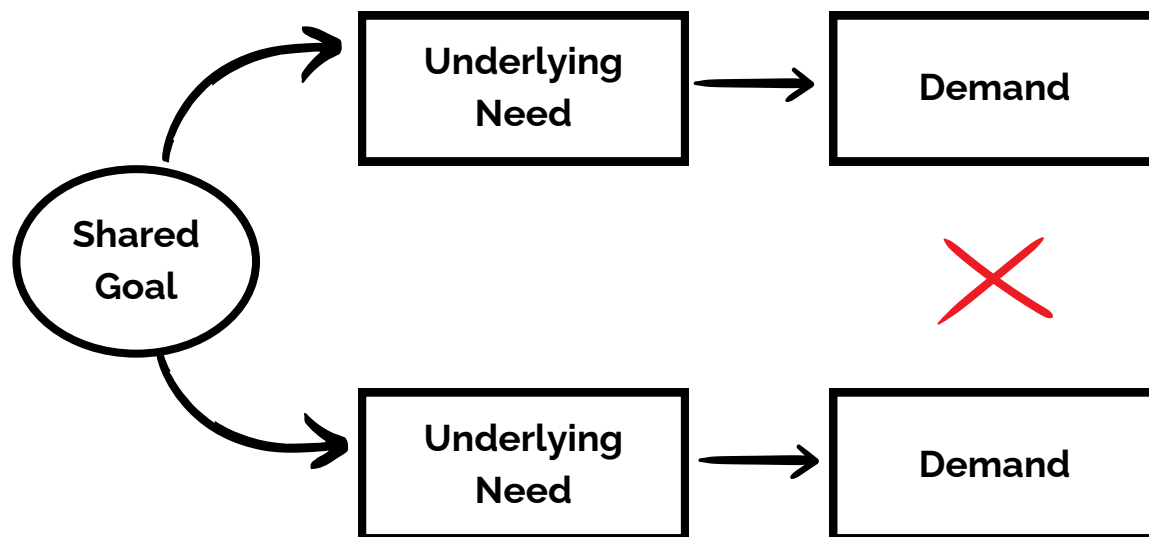


CONFLICT RESOLUTION

The **Conflict Resolution Diagram**, also known as the Evaporating Cloud, is a powerful tool for identifying and resolving conflicts in complex situations. This structured approach helps individuals uncover underlying assumptions, conflicting needs, and potential solutions to reconcile opposing viewpoints.

The diagram consists of 3 parts:

- **Demands of both sides:** what do you want? what does the other party want? These two sets of demands are usually mutually exclusive leading to the conflict.
- **Underlying needs of both sides:** what are the core needs or requirements of both sides for their demands?
- **Shared goal:** There might be the same higher level goal but the two sides differ on how to do it. Remember, you're on the same team to achieve that objective. behind the needs



Identifying the shared goal is mandatory for a win-win solution.

Challenge any/all assumptions behind the demands. Know that you are both on the same team, just with different views. Let the common objective take center stage and work out a plan that satisfies both sides.

CONFLICT RESOLUTION

Demands: What do I want?

Demands: What is the other person/side demanding?



CONFLICT RESOLUTION

Needs: What needs are met by my demands?

Needs: What needs are met by the demands of the other person/side?



CONFLICT RESOLUTION

Shared Goals: What will be achieved by meeting the needs of both sides?

Shared Goals: How can I work towards the common goal? What's the action plan

