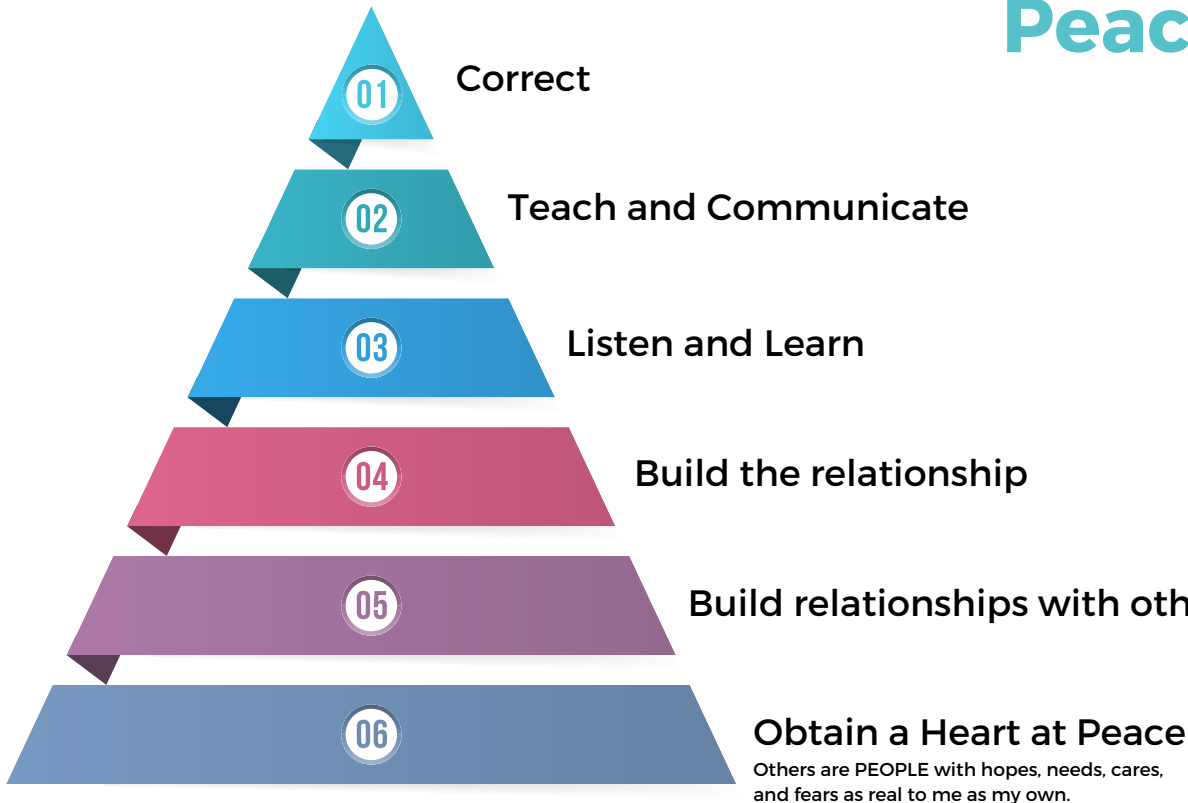


# Conflict & Communication

## QUICK REFERENCE



Source: "The Anatomy of Peace" By The Arbinger Institute

## Peacemaking Pyramid

Spend the bulk of your time making things go right (levels 02-06) BEFORE dealing with things going wrong (level 01).

### HEART AT WAR

Others are objects, obstacles, vehicles, irrelevancies

When those **difficult** conversations come up, prepare to **STATE** your path . . .

Dialogue is **not** decision making.  
Determine WHO does WHAT by WHEN.

Source: "Crucial Conversations" By Patterson, Grenny, McMillan, & Switzler

Share your facts

Tell your story

Ask for other's paths

Talk tentatively

Encourage testing