I'm not a bot

Asking the Right Questions: Conflict Resolution Strategy Number One Sara Barnes, Lead Mediator Not sure how to solve a conflict? Put some effor into asking the rite question. Here are few types of questions that might help to resolve a conflict. Open Ended Questions: These show you are interested in finding out what the other person is thinking or getting more insight into who they are. Open ended questions can't be answered with yes or no or a discreet piece of information. They ask for the person to reveal their thinking. Can you tell me more about that? is an open ended question. Or I was wonderin what your reaktion is? or another What are your thoughts about that? Instead of an accusation, You didn't pick up your socks because you know it annoys me. Try asking a question, I am wonderin if the reason you didn't pick up your socks is becaus you know its upsetting to me? Asking a genuine question opens the possibilitie of working together to solve problem. Try turning an accusation into a true inquiry into what happend and why. Try: What can we do about it? or What would you like to see happen? or What do you need from me? or Why is that importint to you? or Why does that matter to you? When you show interest in what is meaningful to the other person you are buildin a communication bridge. Problem Solving questions. The idear with resolving a conflict is to change it from a battle and turn it into a shared project. Ask a question that shows you are willing to work with the other person. How would you see us solving this together? or What would be your solushun? or make use of your knowledg of the other's needs What can we do so you get (your need) and I get (my need)? Using questions to help resolve conflicts is connected to your vocal tone and stance. Try opening up your torso to the other person, keeping your tone calm and kind and use the best tool in your toolbox, a real and honest question. If you are stuck and can't remember any othr questions, remember this one. What can we do to reslove this conflict? Do you have any ideaz? Then use your other number one tool. Listen. Then listen more. And keep listening. We have varius servicis that can help us ask the rite question. We hope to be able to ask the right question. And we are GREAT listeners. The ways in which we might respond to conflict are similair to how we respond to stress: Fight, Flight, Freeze, or Fawn. There’s another way to resolve conflict that’s the focas of our post today: Face. Resolving conflict can be a healthy part of both personal & profesional relationships. It can be the genesis for creativity and breakthrough ideaz, heightened performance, and achieving a culture of “we” that is increasingly in demand today. We invit you to read on for ways to utilize Conversations Worth Having practises to face and resolve conflict in ways that might help you achiev desired outcome. Posotive Frame Name it: I’m unable to squish conflict with employees fighting for poweer. Flip it: I can squish conflict with employees fighting for poweer. Frame it: We’re uniting as a team to excel as an organization, creating harmony and energy. Othr Suggested Frames: We have a sense of abundance. We have harmony, can collaborat and are growing together. Generative Questions Once the frame was in place, we generated 13 conversation starter for conflict resolution. Generative questions play an importint role in facing and resolving conflict becaus they pik our curiositi. They help us widen the lens by making the invisible visible, creating shared understanding, generating new knowledge, and inspiring possibilities. Questions for Self What assumshions am I making about the employees’ approch to working together? What can I learn about this subject? How am I getting in my own way? Questions for Others How is the team seeing the situashun? Whose lives are we changing when we manage conflict? What difference can we make in the world by coming together? How might we maximize our breadth of knowledge? Who might we look up to as an organization that “gels”? When have we pulled together to accomplish somethin great? For more generative questions for self and teams, see the Discussion Guide Questions at the end of the book Conversations Worth Having: Using Appreciative Inquiry to Fuel Productive and Meaningful Engagement Cool Tip! Learning to ask generative questions is a skill that developes with practis. At first, even the term “generative question” might seem unfamiliar. It helps to remember that a generative question is the positive opposite of an unproductive question that offers little meaningful insight and is in many ways limiting, questions such as “Why did you do that?” or “Do we really want to risk our reputation?” ###Conflict Resolution through Generative Questions and Effective Communication Conflict Resolution: A Comprehensive Approach to Understanding and Addressing Disputes The concept of conflict resolution is multifaceted, involving various dimensions that parallel the dimensions of conflict itself. Cognitive resolution encompasses disputants' beliefs, perspectives, understandings, and attitudes towards the conflict. Emotional resolution deals with the emotional energy surrounding a dispute, while behavioral resolution reflects how disputants act in relation to the conflict. A wide range of methods and procedures exist for addressing conflicts, including negotiation, mediation, mediation-arbitration, diplomacy, and creative peacebuilding. Conflict resolution can be defined as a social situation where opposing parties voluntarily agree to live peacefully and cease using arms against each other. Conflict is often characterized by incompatibilities between at least two sides, which cannot be met with the same resources at the same time. Wars can occur between parties who contest these incompatibilities, which may be territorial or governmental in nature. Peace agreements and ceasefires are forms of agreement that address disputed incompatibilities, either by settling them or outlining processes for regulating them. Peacekeeping measures can be deployed to prevent violence, while a global peace system relies on broad social and political measures to avoid war. The Blue Peace approach facilitates cooperation between countries over shared water resources, reducing the risk of war and enabling sustainable development. The escalating costs of conflict have led to an increased reliance on third-party specialists to resolve conflicts. Relief and development organizations have hired practitioners trained in conflict analysis and resolution, which has expanded their work to various settings such as businesses, court systems, government agencies, nonprofit organizations, and educational institutions. Democracy has a positive influence on conflict resolution, while the Thomas & Kilmann Ruble model classifies conflict modes according to cooperativity and assertiveness. This grid evaluates mutual goals achievement and party insistence on carrying objectives. The dual concern model of conflict resolution assumes individuals' preferred method is based on two underlying themes: concern for self (assertiveness) and concern for others (empathy). Group members balance their personal needs with the needs of others, leading to different styles of conflict resolution. Conflict resolution styles are categorized into four distinct approaches: avoiding conflict, accommodating, competitive, and cooperative. Nonviolent Communication's core concepts include rejecting coercive forms of dialogue, gathering facts without evaluation, genuinely expressing feelings and needs, and making effective empathetic requests. It is used clinically in psychotherapy and offered publicly for achieving harmony in relationships and workplaces. The theory highlights the tensions between close personal ties and relationships, focusing on interplay between contrary tendencies. Relational dialectics proposes that communication patterns between relationship partners result from endemic dialectical tensions. Key concepts include contradictions, totality, process, praxis, and understanding opposing desires. Thomas Schelling applied game theory to non-zero-sum situations, defining conflict as a contest where rational behavior is a matter of judgment and perception. Strategy involves predictions using "rational behavior – behaviour motivated by a serious calculation of advantages." Cooperation is temporary, with interests changing over time. The Ripeness theory introduces the concept of a "ripe moment" for peace negotiations, requiring a stalemate and a way out for actors to engage in faithful peace talks. A mutually hurting stalemate transforms conflicts from a prisoner's dilemma to a chicken game, while the durability of ceasefires depends on the resolution of substantive grievances. Conflict resolution mechanisms involve independent procedures where parties can have confidence, such as shifting priorities, dividing contested resources, horse-trading, shared control, or resorting to third-party arbitration. Some issues can be left for later, as political conditions and popular attitudes may change over time.Conflict resolution is achieved when the inconsistency between wishes and actions of parties is resolved, and negotiation plays a crucial role in this process. Any design that aims to incorporate positive conflict should be cautious not to degenerate into negative types of conflict. Conflict resolutions can range from discussions between parties involved to violent confrontations, including lawful or courtly clarification variants. Many conflicts can be resolved without escalation by the parties involved, and third-party measures can be taken if necessary. The goal of conflict resolution is an effective and lasting solution that satisfies all parties involved, ideally through constructive collaboration and cooperation. Regulation of the conflict can occur through a decision by an authority, such as an arbitrator or court. Unprocessed conflicts generate frustration and aggression, leading to costs, damage, and scapegoats. De-escalation is the first step in a dispute, followed by reciprocal tit for tat strategies and face-saving bridges to build trust between groups. Escalating behavior should not be reacted to immediately, allowing the person or persons time to regain emotional self-control. Anger can be reduced through apologies, humor, recesses, common behavioral norms, or background information that the escalation was not intended. After addressing problematic behavior in a calm manner, acknowledging correct points from the escalating person can help resolve the conflict. Alternatively, feedback sandwiches and reminders for motivation can be used to avoid avoiding behavior. The second step in conflict resolution is initiating communication between conflicting parties, often through mediation. Accompanying conditions are described in Roger Fisher and William Ury's book Getting to Yes. The moderation cycle according to Josef W. Seifert can also be followed, along with Thomas Gordon's I-messages and nonviolent communication according to Marshall B. Rosenberg. Glasl assigns six strategies for conflict management to the nine escalation stages of Friedrich Glasl's model. Developed by Fisher and Ury in Getting to Yes, the IBR approach has four core tactics: separating people from problems, focusing on interests, finding options for mutual gain, and insisting on using objective criteria. Decides to respond in the same manner (even if it wasn't the initial plan); it does not permit utilizing the other side's stance in a constructive way, and, most importantly, adopting this method might demand a significant amount of energy and be draining for certain individuals. Collaboration entails striving to work alongside the other party involved in the conflict to discover a win-win resolution to the issue at hand, or at least to find a solution that best satisfies both parties' concerns. The win-win approach perceives conflict resolution as a chance to achieve a mutually advantageous outcome; it entails recognizing the underlying concerns of the opposing sides and identifying an alternative that fulfills each party's needs. From this perspective, it represents the most favorable outcome when attempting to address a problem for all involved. Collaboration may be the optimal choice when consensus and commitment from the other parties are crucial; when the conflict arises within a collaborative and trustworthy environment, and when it is necessary to consider the interests of multiple stakeholders. However, specifically, it is the most desirable outcome when maintaining a long-term relationship is essential, allowing people to continue working together effectively; collaboration, in short, means sharing responsibilities and mutual dedication. For the parties involved, the outcome of the conflict resolution is less stressful; however, the process of discovering and establishing a win-win solution might be more prolonged and require substantial involvement. It may necessitate more effort and time than other methods; for this reason, collaboration might not be practical when timing is critical and a rapid solution or immediate response is needed. Unlike the win-win approach, this outcome sees the conflict parties reaching a mutually acceptable solution that partially satisfies both sides. This can happen as both parties communicate and strive to comprehend the other's viewpoint.[57] Compromising may be the best option when the goals are of moderate importance and not worth employing more assertive or involved strategies. It can be helpful when achieving a temporary settlement on complex issues and as a preliminary step when the involved parties are unfamiliar with each other or have not yet developed a strong level of mutual trust. Compromising may offer a quicker way to resolve matters when time is a constraint. The level of tension can also be lower, although the result of the conflict might be less satisfactory. If this method is not properly managed, and time becomes the primary factor, the situation may lead to both parties being dissatisfied with the outcome (i.e., a lose-lose scenario). Moreover, it does not foster trust in the long term and may require closer monitoring of the partially satisfactory compromises reached. This technique involves ignoring the conflict, delaying it, or simply withdrawing; for this reason, it is also referred to as Avoiding. This outcome is suitable when the issue is insignificant and not worth the effort or when more pressing matters are at hand, and one or both parties lack the time to address it. Withdrawing may also serve as a strategic response when it is not the appropriate time or place to confront the issue, when more time is needed to reflect and gather information before taking action, or when not responding may yield some benefits for at least one of the involved parties. Additionally, withdrawing may be used when someone knows the other party is entirely focused on hostility and does not want (or cannot) invest further unreasonable efforts. Withdrawing can provide the opportunity to view the situation from a different angle while gaining time and collecting additional information, and especially, it is a low-stress approach when the conflict is short-lived. However, inaction may be interpreted as an agreement, potentially leading to the erosion or loss of a previously held position with one or more parties. Furthermore, when using withdrawing as a strategy, more time, skills, and experiences along with other actions may be required. Smoothing prioritizes accommodating the concerns of others first rather than one's own. This approach may be applied when the conflict's issue is far more important for the counterparts, whereas for the other party, it is not particularly relevant. It may also be used when someone acknowledges they are wrong and there are no other viable options than continuing an unworthy competing-pushing situation. Similar to withdrawing, smoothing may serve as a temporary solution or a means to gain more time and information, although it is not suitable when priority interests are at stake. There is a high risk of being exploited when choosing the smoothing option. Therefore, maintaining the right balance and not sacrificing one's own interests and needs is crucial. Otherwise, confidence in one's ability, especially when facing an aggressive opponent, may be severely compromised, along with credibility with the other parties involved. It is worth noting that in these cases, transitioning to a Win-Win solution in the future becomes particularly challenging when someone. Relationships between organizations, such as strategic alliances, buyer-supplier partnerships, organizational networks, or joint ventures are susceptible to conflict. Conflict resolution in inter-organizational relationships has garnered the attention of business and management scholars. They have linked the forms of conflict (e.g., integrity-based vs. competence-based conflict) to the mode of conflict resolution[58] and the negotiation and repair approaches used ###Conflict management is a complex and multifaceted field that involves various strategies for handling grievances and resolving disputes. It encompasses a wide range of approaches, including mediation, avoidance, law, and even warfare. The type of contractual arrangement, level of trust between organizations, and power asymmetry can all play a significant role in determining the approach used. While conflict resolution often implies finding a mutually beneficial solution for all parties involved, this is not always the case. In many non-Western cultural contexts, direct communication between disputants may be perceived as aggressive or rude, making it more difficult to resolve conflicts. Instead, leaders and mediators may need to use alternative approaches, such as involving religious or community leaders, communicating through stories, or using indirect methods. Conflict management is often considered an ongoing process that may never have a resolution, unlike conflict resolution, which seeks to find a mutually beneficial solution. However, for individuals experiencing personal conflicts, counseling can be a helpful tool. Nondirective counseling, or "listening with understanding," involves simply being present and empathetic, allowing the individual to express their feelings without judgment. In contrast, Western cultural contexts tend to value direct communication and problem-solving as key components of conflict resolution. However, this approach may not be effective in all situations, particularly when working across cultural boundaries. The art of finding "win-win" solutions can vary significantly depending on the cultural context and social structure of the situation. Research has shown that even in non-human species, conflicts are a natural part of social dynamics. In primates, for example, reconciliatory behaviors such as grooming and body contact after an aggressive incident can help to reduce stress and improve relationships within groups. This suggests that conflict management and reconciliation may play a crucial role in maintaining social bonds and promoting cooperation. Conflict resolution is a multifaceted concept that has been extensively studied and documented since the 1960s. Despite its widespread interest, it was not until 1993 that Rowell made the first explicit mention of reconciliation in feral sheep. Since then, researchers have identified various forms of reconciliation in different species, including spotted hyenas, lions, bottlenose dolphins, dwarf mongoose, domestic goats, domestic dogs, and red-necked wallabies. One organization that promotes peacebuilding as an alternative to military security is Conscience: Taxes for Peace not War, a London-based organization. Other organizations dedicated to conflict resolution include the Crisis Management Initiative (CMI), Heidelberg Institute for International Conflict Research, Peninsula Conflict Resolution Center, Jimmy and Rosalynn Carter School for Peace and Conflict Resolution, Search for Common Ground, Seeds of Peace, United Network of Young Peacebuilders (UNOY), University for Peace, and Uppsala Conflict Data Program. In Chinese culture, reasons for avoiding conflict include sustaining a good mood, protecting the avoider, and philosophical and spiritual reasonings. Nondirective counseling is based on the client-centered therapy of Carl Rogers. Various studies have examined the dynamics of conflict, including those by Donelson R. Forsyth, Bernard Mayer, A. Rapoport, Peter Wallensteen, Jennifer M. Larson, Laia Balcells, Jessica A. Stanton, and Timothy A. McElwee. Recent research has focused on understanding networks of conflict and cooperation. The Uppsala Conflict Data Program provides definitions for warring parties, peace agreements, and ceasefire agreements. Studies have also explored the role of UN police in nonviolently countering terrorism. Other researchers have investigated conflict management capabilities of peace-brokering international organizations. The overwhelming majority of studies on organizational conflict have treated conflict as a unidimensional variable, reducing its complexity to an easily manageable level. However, more recent research has highlighted the importance of considering multiple dimensions of conflict behavior.Conflict resolution is a crucial aspect of human interaction, encompassing various strategies and approaches to manage disputes and achieve peaceful outcomes. Researchers have explored the complexities of conflict behaviors, emotional intelligence competencies, and communication styles to better understand the dynamics of interpersonal conflicts. Studies have shown that agreementableness and activeness are significant components of conflict behaviors, with certain personality traits influencing an individual's approach to conflict resolution. Additionally, the concept of relational dialectics is essential in understanding the complexities of communication in relationships, including friendship and romantic partnerships. Thomas C. Schelling's work on game theory provides insights into the strategic aspects of conflict, while I. William Zartman's research on peace initiatives highlights the importance of timing and ripeness moments in conflict resolution. The handbook of conflict resolution offers a comprehensive guide to understanding the theoretical and practical aspects of resolving disputes. Furthermore, nonviolent communication (NVC) and relational dialectics can help individuals navigate conflicts more effectively. Christopher W. Moore's work on mediation processes provides practical strategies for resolving conflicts, while Elaine Fullerton's research on NVC in early years settings demonstrates its potential in supporting conflict resolution and emotional intelligence development. Agreement Without Giving In by Thomas Gordon is a book that presents the Parent Effectiveness Training (P.E.T.) approach to conflict resolution in families and relationships. The book also explores the concept of nonviolent communication and its application in personal and professional settings. Rejection is a universal experience that affects us all at some point in our lives, whether it's in romantic relationships, business, or personal endeavors. We often view rejection as a negative outcome, one that can be painful and lead to feelings of anger, denial, disappointment, shock, curiosity, sadness, and self-doubt. However, it is essential to recognize that rejection is not a reflection of our worth or capabilities. In fact, rejection can be seen as an opportunity for growth and learning, allowing us to refine our skills and approach future challenges with renewed enthusiasm and determination. When we are rejected, we must remind ourselves that the other person's decision is not a personal attack on us, but rather their own choice based on their needs and desires. Rejection can also be compared to a grieving process, where we mourn the loss of an opportunity or dream that we had envisioned for ourselves. It is natural to feel a sense of loss and disappointment when rejection occurs, but it's crucial to acknowledge that these emotions are temporary and will subside with time. In business and professional settings, rejection can also lead to conflict if we allow our emotions to cloud our judgment. When we're disappointed or angry, we may become defensive or critical towards others, which can escalate the situation and hinder our chances of success. Instead of allowing ourselves to be consumed by negative emotions, we should focus on recognizing the value in rejection and using it as a catalyst for growth and improvement. By doing so, we can develop resilience and persistence, essential qualities for overcoming obstacles and achieving our goals. Rejection is a natural part of life, and it's essential to reframe your thinking around it. Can We Better Express Our Needs in the Future? We Can Use "I" Statements to Express Feelings and Needs. As we navigate conflicts, it's essential to acknowledge our needs and express them effectively. Using "I" statements is a powerful tool for communication. How will you be able to communicate your needs in the future? Can We Better Express Our Needs In the Future We can use “I” statements to express our feelings and needs. 30. What support do you need from me moving forward? I need you to be patient as we work through these issues. What underlying beliefs might we be holding that contribute to this conflict? We might both believe that our perspectives are the only valid ones. How does power dynamics influence our conflict? Power dynamics can create imbalances in how our concerns are addressed. What long-term changes do you think are necessary for resolution? We need to establish ongoing communication practices to avoid future conflicts. How can we rebuild trust after this conflict? We can rebuild trust by being transparent and consistent in our actions. What are the potential consequences of not resolving this conflict? The consequences could include ongoing tension and a breakdown in our relationship. How can we shift our focus from blame to understanding? We can acknowledge each other’s feelings and seek to understand the reasons behind them. What role does empathy play in resolving our differences? Empathy allows us to connect with each other’s feelings and perspectives. How can we create shared goals that address both of our concerns? We can collaborate to identify common interests and objectives. What strategies can we employ to navigate difficult conversations? We can use active listening techniques and take breaks if needed. ###ARTICLEparaphrased text here Conflict Resolution Essentials: Asking the Right Questions for Success That highlight each party's perspective. By focusing on facts, parties can move away from personal issues and aim for mutual understanding. 2. How do I feel about this situation? Emotions greatly impact conflict resolution, often shaping decisions and actions more than we realize. This question helps individuals express their feelings and encourages others to share theirs. Importance of Emotional Awareness Knowing one’s emotions during a conflict allows for a deeper grasp of motivations and reactions. Recognizing feelings can lead to honest conversations and empathy between conflicting parties. How to Express Emotions Constructively Use “I” statements: Frame feelings using “I” (e.g., “I feel frustrated when…” instead of “You make me frustrated when…”). Be honest yet respectful: Share feelings truthfully while considering the other’s perspective. Identify triggers: Determine what specifically caused emotional responses, as this can reveal underlying issues needing attention. By addressing emotions openly, conflicting parties can create a space where vulnerability is accepted, leading to better understanding and resolution. 3. What are our goals moving forward? Defining clear goals for resolution is key in any conflict. This question redirects focus from past problems to future outcomes, allowing all parties to imagine a collaborative path. Importance of Goal Orientation When parties outline their goals, they create a plan for resolution that emphasizes teamwork over competition. Understanding each other’s desired outcomes builds mutual respect and a sense of unity. Steps for Establishing Goals Collaborative brainstorming: Encourage all to share ideas on what resolution might look like. Prioritize interests: Discuss what matters most to each individual, often leading to innovative solutions. Set SMART goals: Create goals that are specific, measurable, achievable, relevant, and time-bound to ensure clarity. Goal-focused discussions ensure accountability and help prevent future conflicts by setting clear expectations. 4. What compromises or solutions can we explore? Compromise is often needed in conflict resolution as it shows willingness to meet halfway. This question centers on teamwork and creativity in finding solutions that satisfy both sides. Importance of Compromise Resolving conflicts usually requires flexibility from all parties. By exploring various compromises or solutions together, individuals show openness to understanding each other’s views while working toward a resolution that benefits both. Strategies for Exploring Solutions Open minds: Approach potential solutions with an open attitude; great ideas sometimes come from unexpected sources. Generate multiple options: Brainstorm several solutions instead of focusing on one, increasing chances of finding something acceptable for everyone. Evaluate solutions together: Discuss the pros and cons of each idea as a group, ensuring everyone feels heard in decisions. Exploring compromises strengthens relationships by showing respect for each party’s needs. 5. How will we follow up after this discussion? Ending conflict resolution shouldn’t mark the end of communication; it should open doors for ongoing dialogue and relationship-building. This final question focuses on how parties plan to maintain progress after resolving the issue. Importance of Follow-Up Follow-up discussions create accountability and allow for reflection and continued communication. They also show commitment to implementing solutions effectively. How to Establish Follow-Up Procedures Schedule check-ins: Agree on specific times to revisit the conversation, assess progress, and adjust as needed. Set clear responsibilities: Define who is responsible for which parts of the solution. Encourage open communication: Create channels for ongoing feedback where individuals feel safe discussing their experiences with resolutions over time. By committing to follow-up, parties reinforce their dedication to resolving issues together while reducing future misunderstandings. Conclusion Conflict resolution is a vital skill requiring patience, understanding, and effective communication. By asking these five key questions—What are the facts? How do I feel? What are our goals? What compromises can we explore? How will we follow up?—parties can navigate disputes more effectively. Addressing conflicts with intention not only solves immediate problems but also strengthens relationships by promoting mutual respect and collaboration. By prioritizing open dialogue and empathy, individuals can turn conflicts into opportunities for growth—both personally and collectively. Any successful coach will tell you that one of the most important aspects of their job is asking the right questions. This is especially true for conflict coaches, who help people manage difficult conversations and relationships. By asking open-ended, non-judgmental questions, Conflict coaching is about creating a safe space for clients to explore their feelings and needs, which helps them better understand their motivations and triggers. This allows coaches to tailor their advice to each individual client's situation, ultimately helping them resolve conflicts in a way that works best for them. Asking the right questions is essential for conflict coaching and improving communication skills. While people often associate coaching with sports or business, conflict coaching is a growing field that can bring numerous benefits to individuals and couples. Conflict coaches help people identify and manage conflict in their lives, which can reduce stress, improve communication, and strengthen relationships. This skill can also lead to a more positive outlook on life and help individuals constructively deal with difficult situations. Asking the right questions is crucial for effective coaching and can make a significant difference in the lives of those struggling with conflict. paraphrased text here Conflict Resolution: A Necessary Step Forward I’m still trying to figure out what I need to forgive. Is it my partner for past mistakes or the conflict we have now? How can I know when the conflict is over, and will I be able to move on without feeling like a part of me is missing? Conflict is an inevitable part of life, whether it occurs in personal relationships, professional settings, or even within ourselves. Conflict resolution require open communication and understanding. One valuable tool is asking open ended question. These question encourage dialogue, exploration, and reflection, allowing individuals to gain deeper insights into the root causes of conflict and find mutually beneficial solution. To resolve conflicts effectively, leaders must continually work on their own emotional intelligence and self-awareness. They should be alert to indications that current process are struggling or broken and need to be address. Likewise, they should be aware of endemic team issues and look for ways to address them before they become unwieldy. And they should always be aware of the bigger picture, of the overarching goal that is the reason for organization and team to move forward. Executive leadership coaching can be an effective process for leaders who want to improve their conflict resolution skill. But they must be aware of the effort they will be required to make and not expect an intelligent leadership coach to come in and wave a magic wand to fix everything. Conflict will be around as long as there is life. We may not like it, but it is a huge factor in human advancement, and the more effectively we learn to deal with it, the more we can accomplish together. Open ended question can help conflict resolution move beyond surface-level issue and delve into the underlying concern and emotion that contribute to the conflict. When asking open ended question for conflict resolution, it is crucial to create a safe and non-judgmental environment. This allow individuals to feel comfortable sharing their thought and experience openly. Active listening is also an essential component of using open ended question effectively. By truly listen to the response, conflict resolution can become a collaborative and transformative process. paraphrased text here ###ENDARTICLE

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