

## How to use this Reflection Sheet

Conflict is often seen as something to be avoided, so we rarely take the time to consider and reflect on how we view and work with conflict. We believe that conflict is a natural response to the difference between people, and that by learning to manage conflict better we can begin to really tap into the creativity, energy and diversity of human beings.

When discussing conflict and how we manage it, it is important for each of us to increase our awareness of our own relationship with conflict. We all have different stories of handling conflict with our families, colleagues and social networks; the style that we adopt to deal with these differences is a combination of experience and personal preference, and everyone's style is slightly different. Some people like a good row; other people can't stand arguing but love to talk about things at length. Some couples will say they never go to sleep on an argument, and other couples say, "Let sleeping dogs lie".

This sheet is designed to prompt your thinking and reflection on what you have learned about conflict from your experiences. You may find it helpful to think about specific examples of conflicts you have been involved in. Any conflict will do, it doesn't have to be a crisis, we can learn as much from disagreements and minor niggles as the bigger blow-ups.

**One warning- we recommend that you use this as a personal reflection tool, rather than for coaching, management or team development.** Conflict understandably arouses very strong emotions. The best place to start the learning process is with yourself. When you learn something useful or intriguing that prompts you to want to share your new understanding we recommend you work with facilitators experienced in conflict, such as Questions of Difference. Enjoy the journey!

Please think about your relationship with conflict using the questions listed below to guide you.

1 What prompts me to think there is a conflict? (eg shouting, silence etc)

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2 How did my family express conflict when I was growing up?

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3 How did my family deal with or manage conflict when I was growing up?

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# What's my Relationship with Conflict?

4 How do I express conflict as an adult in my family and social networks?

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5 How do I deal with or manage conflict as an adult in my family and social networks?

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6 How do I deal with conflict between other people? Do I tend to get involved or walk away?

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7 Are there certain kinds of conflicts between other people that I find easier to deal with than others?

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8 If I were to say that I had a style or way of managing conflict between other people what would that be?

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## What's my Relationship with Conflict?

9 What are the qualities I currently possess that assist me to manage conflict between myself and others well?

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10 What are the qualities I currently possess that assist me to manage conflict between others well?

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11 What are the main challenges that I face with conflict?

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As you think about these questions you may find certain themes emerging, use these to guide your further thinking and reflection on your relationship with conflict and the conflict cultures around you. If your curiosity has been engaged then there are lots of resources we can offer. Have a look at our website for information on Charlie Irvine's book, 'Cash in on Conflict', and an article entitled 'What's your Conflict Culture'. Of course you can also contact us for a conversation about conflict as its something we're proud to say we're always happy to work with!

### Questions Of Difference

Questions of Difference is a niche consultancy delivering sustainable organisational change, through its impact on people and teams. Conflict management and mediation is a particular area of expertise, other services include facilitative leadership development, team and management development, business strategy consulting and building effective partnering between organisations.

### Contact Us:

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This questionnaire is designed to help you consider your relationship with conflict with a view to managing it effectively in the workplace. If your reflections on conflict lead you to want to seek help in resolving particular conflicts in your life, you should seek appropriate professional advice. Questions of Difference Limited is not responsible or liable, directly or indirectly, for any form of damages resulting from the questions posed on this site. Questions of Difference Limited reserves the right to amend this questionnaire or withdraw access to part or all of it at any time. Questions of Difference Limited assumes no responsibility for material created or published by third parties that are referenced by a link from this site or which may be linked to this site. This website is not intended to create any legal or other relationship between Questions of Difference Limited and any third party.