

Greetings!

The Drama-Free Communication Iceberg™ offers a simple way to identify what's driving interpersonal tension and conflict, so you can resolve them more quickly and completely.

When to Use This Tool

You're welcome to print *The Iceberg* and share it freely with others. If you do, please share it in its original form, so the full context and attribution remain intact.

- **Before a tough conversation** to settle your own emotional reactions and clarify what matters most to you about the situation.
- **After tension, conflict, or miscommunication** to make sense of what happened and what may have been active beneath the surface.
- **During a huddle or team meeting** to establish a shared expectation of pausing to look beneath the surface, rather than blaming or reacting.
- **In shared spaces (break rooms, offices, work rooms)** as a visual reminder to address the real causes of conflict, rather than just managing behavior.

Want a Real-World Example?

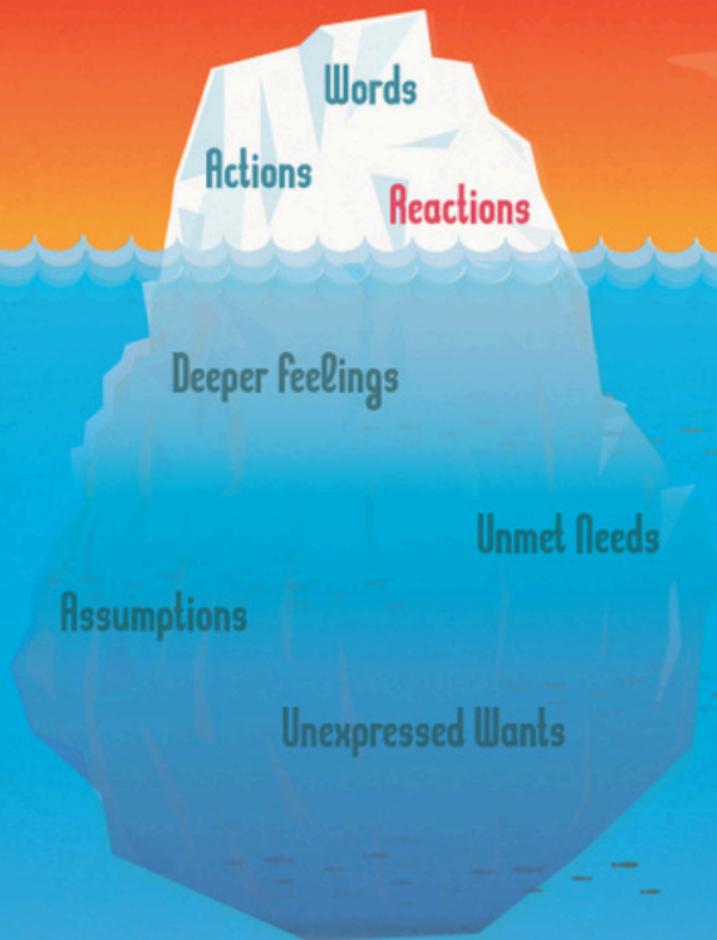
If you'd like to hear a real story of how two nurses resolved a six-year conflict in just 90 minutes using The Drama-Free Communication Iceberg, you can listen to the companion episode of the **Drama-Free Teams podcast** [here](#).



About the Author

Dr. Annie Campanile is a trauma-informed leadership coach and organizational consultant who helps senior leaders and clinicians resolve conflict, strengthen communication, and build trust in high-pressure environments.

The Drama-Free Communication Iceberg™



Conflict is natural. Drama is optional.

The Drama-Free Communication Iceberg™ helps you know what's really causing conflict and resolve it faster.

Words, actions, and reactions are easy to see.
They're what we usually focus on and try to control.

Conflict resolves when we address what's beneath the surface: survival responses shaped by deeper feelings, assumptions, unmet needs, and unexpressed wants.

When you feel angry, stressed, or worried, try this:

Pause. Take a breath.

Notice any of your five senses
for 5-10 seconds.

Look at the blue portion of the Iceberg
and ask yourself:

“What is my reaction *really* about?”

When you address the real issues,
conflict resolves faster and drama dissolves.

*If conflict keeps resurfacing and you want help resolving it,
visit anniecampanile.com*

