



Confident Route to Resolution™ Prep Tool

Why This Tool?

I've learned this: humans are both simple and endlessly, beautifully, poignantly complex. We can want a fix, yet chronically resist change. We can hope to avoid drama, yet avoid conflict at all cost only leaving emotions hidden harmfully away waiting to boil over later on.

The GOOD news? Each unique situation, context and individual in life can be navigated around or through if you steer past the common underlying factors. It's possible to find the hazards that may have them anchored. Even complex problems can get fixed turn-by-turn. **If you love solving problems**, this Conflict Navigator tool is for you!

Research, training and mentoring has proven that any challenge can be sailed through once you learn common factors and ease the way through fog to find the clear, chaos-free course that lies ahead.

How to Use This Tool

I HIGHLY recommend you print this tool for the first few times you use it: it contains a 7 Step Conflict Navigator Prep system. Its structure will free your creativity eventually, but the first thing to learn IS the systems steps. With a bit of practice, you will have the preparation done so you're flexible, confident and comfortable, no matter what conflict you face.

Why this preparation step, this way?

- So you **brainstorm, step back, mindmap and unlock** you own strengths and capacity to see to "the bottom of it".
- **Slow down!** Speed causes blurry vision! This may mean you need support to feel you can slow it down and unstressed by the need to fix it NOW. You may need to tackle working past, around and even through tough stuff, but for now, "step back" far enough that you can separate yourself. [With time, you'll be able to separate from the pull or push of other factors, parties, and issues. That – I promise – feels *great*.
- One way to do this? Pretend you are "on the moon" looking down on the whole situation. **See this as calmly solvable (even if only in the bigger picture).**
- This will help you **get "outside" narrow thinking**. It will help you process your initial – and what might be "red hot" thoughts that can burn you in the end.
- If any initial expression and notes ARE red hot anger, boredom, frustration, or stupidity, that is 100% okay. THAT is **doing the work you need to do**. Observe that! Write it down. It's the work you need to do to proactively prevent letting those things get in the way of the fix that will work for you. If, however, your initial thoughts are cool as cucumbers, tired of trying everything spinning circles... well, it's 100% okay. THAT is doing the work you need to do.
- **Settle in and trust** that it may be that a "this is so crazy, stupid, dull, simple it can't possibly be one that fits" thought or idea can be helpful. Those ones sometimes are the miracles that can and do work!

REMEMBER: *all issues we struggle with (simple and complex ones) are caused by observable factors so common we easily ignore their power and importance.* We get stuck in disagreeing about how to communicate about them, the process to use to deal with them, or or the comfort in dealing with them at all: this tool helps you get started past that... AND you don't need to know or understand those factors!

This tool will help you hold the space and ‘map’ what is important to you with ease. Eventually choices don’t seem as difficult and you can navigate choices and conflicts with confidence and ease. Come back to it if the first time doesn’t surface an underlying truth or help something come to light.

1. What are the troubles? [What do I want/need fixed, changed or challenged?]

You only need one, but may want to name smaller challenges and there may be more than one issue. As you go through the steps, REVIEW THE TIPS I provide... they’re the “secret sauce” in using this system!

1.

2.

3.

4.

Other potential topics, questions, doubts or related challenges:

TIP: Use BOTH the front and back of your sheets and a blank page if you need to: remember to prompt and probe with ‘what makes that true for me?’ and ‘what IS this anyway?’ CHALLENGE YOUR INITIAL opinion, judgement, or label, go back and ask, ‘what is this, really?’ to answer the questions and fill in the blanks – take your time, and use your notations to let the work get messy... doodle and write and ponder on how what you think may or may NOT reflect the circumstance you’re actually in with the challenge faced.

For example, it isn’t helpful to use a topic like, “we’re broke”, “he’s wrong”, or “I’m fat”. Break such stories into facts, the question those facts again. Tell yourself the story if you need to, like it’s a timeline – leaving out all the judgment.

List topics again, cleanly, factually, neutrally, objectively and frankly. (e.g., I was late 12 times in May) **TIP:** Once you’ve got the key topics, consider this: can you take the heat and hot-buttons out of how you describe them? E.g., rather than, “it’s stupid for ___ to spend more than we can afford” is “Not living within my weekly budget” better?

1.

2.

3.

4.

TIPS:

- Don’t sweat developing a clean copy – don’t narrow your thoughts. Hunch what might be the underlying hope. Stay curious (ponder... “am I right?”). Open-mindedness, questions, confusion, and doubt are GOOD. If you have a solution listed here, you’re judging FAR too soon.
- Remember, problems, change and stress means we get anxious, closes minds, doors and options. If you get stuck, let us help...our contact info follows and you’re welcome to ask a question!

Want to learn more, or get help to do this? Contact Joan here:

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TIP: Ask yourself, do I have the KEY issues right? It may be possible that an underlying or related problem is key.

2. What bothers/keeps YOU [them/others] interested in the topic/s? *List concerns, hopes, expectations, aspirations, and priorities – the desires that make the topics from #1 challenge, change or shift matter to you [and them, if others are a factor, have a stake in the outcome, or pose a possible barrier to your success].*

<i>Mine/Ours</i>	<i>His/Hers/Theirs/Its (Hunch)</i>

TIP: talk this through with someone neutral who can hold space and help map the observations compassionately and without judgement, opinion and trying to fix it. This tool is to PREPARE to fix and solve it, not to embed your anger and frustration. Stay objective and list as many observations/hunches/considerations as possible!

If the conflict is within yourself then use the above as a sophisticated “me vs. it” pro-con list. E.g., **Mine** is my desire to change _____ vs. **It’s** (the problems) desire to keep me unmotivated to change at all.

3. Possible Criteria/Standards for Decision Making *consider keys to making change work.*

(Examples are: time, other stakeholders, policies, ethics, timing, culture, habits, resource availability)

4. Information needed? List and plan for, information gathering you could - or must – do. This list is optimally a set of resources that can help keep you objective, neutral and using the information to help understand, learn and support success!

(Examples are: costs, resources, statistics, influences, constraints)

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5. Possible Options

Think through (even crazy) think about the "zone" or spectrum of possibilities to get unstuck. Hunch and brainstorm options - creative, "out of the box" what-if ideas should be included. Ask what's the WORST option? What's the BEST option? The craziest option?

6. Your **W**orst and **B**est Alternative

Last: choose the worst and best option for you now. A major issue for most problem solvers is they've narrowed their options too soon! What are real boundaries for your own "zone" or spectrum of possibilities?

WA: (Example: worst for me would be if I stay the way I am – I am miserable)

BA: (Example: best if I feel more satisfied by _____)

7. What will success look like - a year from now?

Outline the factors and consequences that are changed given any success:

Time (and again, and again) for Review!

- Would someone reasonable think these preparations are practical and constructive?

NOTES -

- Be easy on yourself and others where you can, but be tough on the problems that you want to change.
- Have I hunched it openly enough – can I be sure I am right?
- Do the dots “connect”?
- What do I still need to learn so it all makes sense?
- Who can I talk to?

One last TIP:

- You may be tempted to dive in to one gloriously good option, but I caution against it. Do this instead: ask, “what is the next small thing or choice to achieve that option?” If the answer is, do nothing, that is FINE, but if it is “don’t know”, work through the above steps again... with your best option as the key topic! That is GOOD learning!

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