



Turn Workplace Conflict into Collaboration

Conflict at work isn't a problem — it's an opportunity.

The key is **understanding the difference between positions and interests.**

Positions vs Interests

Position: What someone says they want

"I need this report by Monday."

Interest: Why they want it

"I need to prepare for the client meeting on Tuesday."

Focusing on **interests**, not positions, opens the door to collaboration.

The Model in Action

Listen actively – Understand both sides of the conversation.

Identify positions – Note what each person is asking for.

Explore underlying interests – Ask why it matters.

Co-create solutions – Find common ground that meets the core needs of everyone involved.

The goal isn't winning — it's finding a solution that works for all.

Tips for Collaborative Conversations

- Ask open questions: "What's most important to you here?"
- Avoid assumptions: Clarify rather than guess motives.
- Separate people from the problem: Focus on interests, not personalities.

DAY 10

Part of our '12 Days of Learning' series – small ideas with BIG impact!

Learning Challenge

Next time a tension arises, pause and ask:

"What is my position? What is my interest? What is theirs?"

Use these insights to guide the conversation toward a win-win solution

