Levels of Conflict Exercise: 5 Easy Steps to Crisis…

Can you identify a conflict that you were involved in (workplace or personal) that ended in crisis – i.e. a total breakdown in the relationship?

Working back, see if you can identify the following stages of the conflict.

**Stage 5: Crisis**

Did a major explosion occur? Were extreme measures taken? Was the outcome constructive or destructive? In what way?

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**Stage 4: Polarisation**

Before reaching crisis stage, did you hold a negative stance towards this person? Did new interactions with the person confirm your poor opinion of him/her? In what way?

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**Stage 3: Misunderstanding**

Did you believe that the other person misinterpreted your feelings or motives? In what way?

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What assumptions did you make in relation to their feelings or motives?

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Stage 2: Incident proliferation
Can you point to one or several specific occasions where you initially clashed?

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Stage 1: Discomfort
Can you identify when a level of discomfort initially entered the relationship? What were your feelings/thoughts about it?

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What could you have done at this stage to address the situation?

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Adapted from The Conflict Resolution Network, PO Box 1016 Chatswood NSW 2057 Australia
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