

[Changing the Conversation -The 17 Principles of Conflict Resolution](#) by Dana Caspersen

**SUMMARY**

<b>Anti- Principle</b>	<b>Principle</b>	<b>Destructive choice</b>	<b>Productive choice</b>
<b>Facilitate Listening and Speaking</b>			
Hear Attack: Ignore any additional information being offered	Don't hear attack: Listen for what is behind the words.	Hear Attack	Hear Information
Attack the other Person: Create and support destructive Patterns	Resist the urge to attack: Change the conversation from the inside	Attack	Inform
Provoke the other person's worst self	Talk to the other persons best self	Provoke Antagonistic dialogue	Provoke useful dialogue
Confuse needs, interests, and strategies	Differentiate needs, interests, and strategies	Confuse needs, interests, and strategies	Differentiate needs, interests, and strategies
Ignore emotions or act them out destructively.	Acknowledge emotions. See them as signals.	See emotions as obstacles	See emotions as helpful signals
Assume acknowledgement implies agreement. Don't acknowledge	Differentiate between acknowledgement and agreement	Ignore or suppress ideas that conflict with your own	Acknowledge ideas that conflict with your own.
Make suggestions instead of listening	When listening, avoid making suggestions	Make suggestions without listening	Listen without making suggestions
Judge People. Try to pass your evaluations off as observations	Differentiate between evaluation and observation.	Offer evaluation	Offer observation and experience
Act on your assumptions without testing them	Test your assumptions. Relinquish them if they prove to be false	Assume you are right	Test your assumptions
<b>Change the Conversation</b>			
Adopt a rigid Stance. Don't try to understand other viewpoints	Develop curiosity in difficult situations.	Abandon your curious mind.	Strengthen your curious mind.

Assume useful dialogue is impossible	Assume useful dialogue is possible, even when it seems unlikely.	Ignore the possibility of useful dialogue	Pursue the possibility of useful dialogue
Ignore your contributions to the problem. Make things worse.	If you are making things worse, stop.	Inhabit conflict destructively	Inhabit conflict constructively
Pin the blame on someone. Prevent full understanding of the situation.	Figure out what's happening, not whose fault it is.	Blame the other	Figure out what happened
<b>Look for ways forward</b>			
Ignore the Conflict. Talk to the wrong people. Avoid the real problem.	Acknowledge conflict. Talk to the right people about the real problem.	Keep the problem undefined	Define the problem
Assume there are no good options. Settle for unsatisfying solutions.	Assume undiscovered options exist. Seek solutions people willingly support.	Assume all options are known	Be curious about undiscovered options.
Make vague agreements or no agreement at all.	Be explicit about agreements. Be explicit when they change.	Make vague agreements	Make clear agreements.
Ignore the possibility of future conflict. Have no plans for dealing with it.	Expect and Plan for future conflict.	Ignore the possibility of future conflict	Plan for future conflict