

Conflict Resolution: Using Appreciative Inquiry 4 D Model

Discovery: “The Best of What Is” Choose an Affirmative Topic: Effective Communication

- Deal with the emotions first
- Feelings as data
- Listen first to understand- until you are able to experience the other side
- Gather the facts
- Hear each person's side of the story
- Decide if you need additional help from employee relations

Examine the positive and considering asking some of these questions:

- What's working in the relationship?
- What are the benefits of the relationship
- Tell me about a time when you successfully worked together?
- What do we agree on?
- What are our individual and team strengths?

Dream: “What it might be?” “Envision” Envision the ideal communication

- What does the ideal communication feel like?
- What does it sound like?
- What does it look/sound like to others
- What do you really want?

Examine the positive factors that could come out of the conflict, be creative, quantity not quality, rapid generation of ideas without clarification or evaluation.

Design What should be the “Ideal” of Effective Communication?

Stay Focused on The “Ideal”

- Conflict diverts our attention from our real interests drawing us to – *surviving*, or *winning*
- Basic, instinctive interest (surviving/winning) may cloud our ability to *resolve conflict*
- Step away from the conflict, & anybody involved in the conflict, to gain perspective
- Think about what you would want if you could have a *wish* – that’s your true interest

Accentuate the positive and ignore the negative.

- Appeasing gestures are often mixed with some sort of hostile comments. It is best to disregard aggressive words and tone and focus on the conciliatory.

How?

- Acknowledge the appeasing gesture by showing your appreciation of it, and reciprocate.
- Design how the parties will interact in the future: Balanced, Behavior Specific & Written.

Destiny “What Should We Do To Sustain The Change”?

- Nurture the new relationship
- Reward improved performance
- Develop & renew resources on a regular basis
- Be proactive