

Northlake Unitarian Universalist Church
Healthy Congregation Conflict Processing Worksheet

Based on Transforming Conflict by Terasa Cooley

Self-Reflection:

This worksheet offers some questions that are worth taking time to reflect on and answer, when faced with a conflict with others in our church community. We believe they can help each of us notice our feelings about others, and about the situation we are involved in. This awareness can, perhaps, be the grounding for careful, considerate dialogue with those we might be in conflict with.

Think of the conflict you are in or have been in.

1. Briefly describe the situation.
2. What is your relationship with the people involved?
3. What are you feeling?
4. In what way does the conflict affect you personally?
5. In what ways does the conflict affect the broader situation?
6. Are these relationships you care about?
7. Will the situation matter a month from now?
8. Can I change the situation?

Summary:

- If you don't have strong feelings about the relationships involved or if it is not an important situation: *you might want to consider letting go, moving on.*
- If you do have strong feelings or the situation impacts important issues: *you might want to consider some ways of resolving the situation.*

Conflict Reflection:

Even if you decide to let go of the conflict, it can be helpful to reflect on it some more.

If you decide you do want to work toward resolving the conflict, there are some other questions that might help before you spend time talking with the other person.

Reframing the Problem

1. How have you tried to deal with this conflict?

2. What common ground do you have with the other person(s)? Is there another way to achieve common goals?

3. What experiences or situations from the past does this situation recall for you?

4. What will happen if the situation doesn't get resolved?

5. Are you willing at this point to make these statements?
 - I can make this conflict situation better. yes no
 - I want to make it better. yes no
 - I am willing to try something new. yes no

Summary:

- If you answered **NO** to the statements in question 5, you might want to take some more time to think about the situation.
- If you answered **YES** to the statements in question 5, you might want to explore some possible solutions.

Possible Solutions:

What would it look like if the situation were better? List some things you could do to make it better.

- 1.
- 2.
- 3.

Of the things you could try, which ones are the ones you are most willing to do?