

— MODULE 03

Conflict Management

The important things we rarely think about.

— I N T R O

Conflicts are inevitable.

Wherever two people care, friction follows. The question isn't whether conflict happens - it's whether it becomes a cost or an asset.

THREE STRATEGIES

RISA • Emotional Management • Focus on Solutions

...and a meta-strategy: knowing when to pause the fight.

— STRATEGY ONE

RISA – a health check.

R

Real

Is this a real difference of opinion - or a misunderstanding in disguise?

I

Important

Is the issue important enough to debate here, now?

S

Specific

Can we name what the issue is - and what resolving it looks like?

A

Aligned

Are we all here to find a way forward - not just to win?

If the answer to any one is no - the disagreement isn't ready to be resolved yet.

—STRATEGY TWO

Emotional management.

Emotions and thinking are wired together. We can't avoid emotion - but we can choose whether it drives our next move.

01

Identify & label

Name it. "I am frustrated." "That felt like prejudice." Naming reduces grip.

02

Accept as data

The emotion is information, not a verdict. Frustration, anxiety, bias - each is telling you something.

03

Choose response

Metabolize the emotion. Don't exile it. Let it inform the next action - not dictate it.

— STRATEGY THREE

Focus on solutions.

From ***Getting to Yes*** — Fischer & Ury.

Separate people from problem

Be soft on the people, hard on the problem. Empathy on one side, rigor on the other.

Interests, not positions

"I want a raise" is a position. "My rent is rising" is an interest. Interests have room to negotiate.

Invent options for mutual gain

The pie isn't fixed. Look for low-cost / high-benefit moves that grow what's on the table.

Use objective criteria

Sideline ego. Reach for market value, expert opinion, legal framework - anything bigger than either party.

Picking battles.

When the conditions aren't constructive, the healthy move is to stop - not to push harder.

01

Check RISA

Run the disagreement through the four health questions.

02

Read the room

Yours and theirs. Bandwidth, fatigue, frustration - all data.

03

Any RISA = no?

Pause. The issue isn't ready to be debated yet.

04

Emotions running hot?

Agree to postpone. Saving the relationship saves the conversation.

— CLOSING THOUGHT

*Conflict, well managed,
becomes an asset.*

It is how growth-mindset cultures get built - one honest disagreement at a time.

Thank you.

The important things we rarely think about.