

EXCERPTED FROM THE TANENBAUM CURRICULUM *COEXIST*

Elements of COEXIST

Consider your needs and perspective

- Consider your approach to conflict.
- Consider your assumptions about conflict.
- Consider how your identity and experiences have shaped your perspective on this conflict.

Look at the **O**ther's perspective

- Look at other's approach to conflict.
- Consider how the other's identities and experiences might have shaped their perspective on this conflict.

Examine the **E**lements of conflict

- Analyze the interests, positions, feelings and worldview of all parties in the conflict.
- Strong feelings might often be unstated or buried beneath the surface; try to understand the underlying factors that are at the heart of the conflict.

eXpl^ere and listen

- Ask open questions.
- Encourage elaboration and detail.
- Summarize in your own words.
- Share your perspective.
- Provide information.
- Listen for what is under the surface.

Initiate a positive process

- Ask the others to join you in identifying your collective issue(s) of concern.
- Try to reframe or rephrase the issue using non-judgmental language.
- Agree upon the issues to be discussed.
- Seek to create an atmosphere conducive to resolving the conflict.
- Plan, implement, reflect.

Strive for resolution

- Consider what tools are needed to address the situation.
- Consider the costs of not finding a solution.
- Focus on the future.

Build **T**r^ust

- Understand first, then evaluate.
- Empathize with others.
- Encourage openness and communication.
- Bring in a neutral party if necessary.
- Create safety for everyone to share and be heard.