



TPS Consulting Ltd.

Creating Dialogue And Tool For Resolving Conflict

The foundation for creating dialogue will sound very familiar to anyone who engages in conflict resolution work:

- Listen To Understand Before Speaking To Be Understood
- Stick To "I" Messages
- Use Lots Of Open-Ended Questions
- Stay "In The Moment" To Really Hear The Answers
- Ask For Clarification, Rather Than Assuming
- Question Your Own Assumptions And Opinions, And
- Maintain Confidentiality.

Some of the skills recommended for a successful dialogue include:

1. Detachment From Our Own Positions
2. Examination Of Our Underlying Assumptions
3. Listening Beyond Active Listening
4. Asking Questions To Reach Deeper Understanding.