

Communicating Through Conflict

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**Go-
Around**



❖ What makes a conversation challenging for you?

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What Makes a Conversation Difficult?



- Topic
- Emotional state
- Implicates self-esteem
- Important outcome
- Important people
- Vulnerability
- Uncertainty
- Communication styles
- Different priorities or perspectives
- Power, hierarchy, status

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Three Simultaneous Conversations

Adapted from *Difficult Conversations* by Douglas Stone, Bruce Patton and Sheila Heen

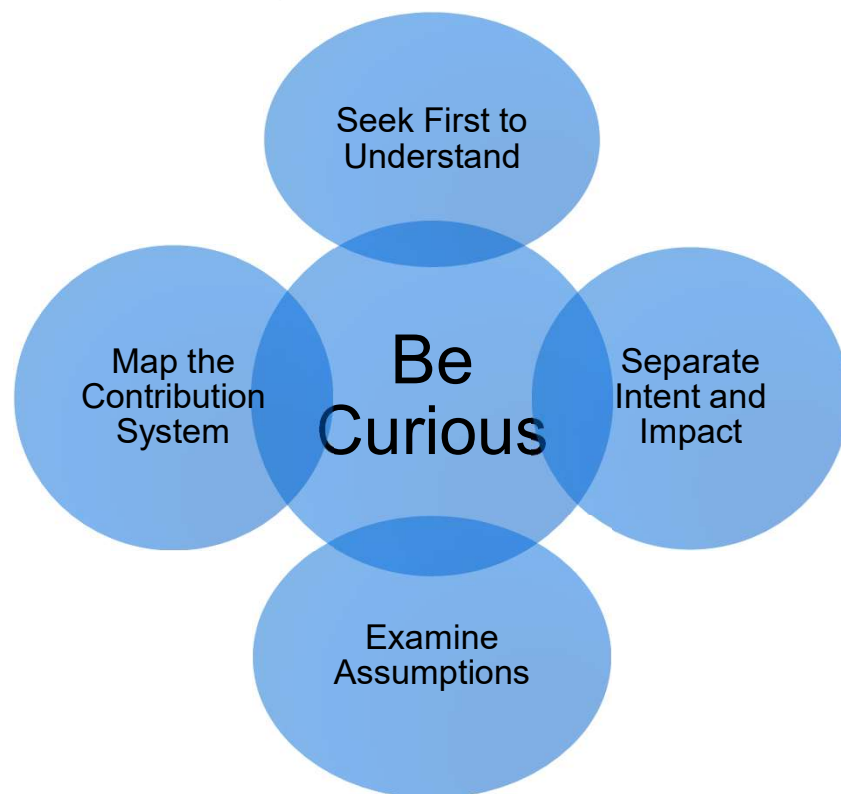
What
Happened

Feelings

Identity

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Tips for Navigating the “What Happened” Conversation



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Tips for Navigating the “Feelings” Conversation



- The feelings are there – don't ignore them
- Identify and manage your own feelings
- Avoid judgment and blame
- FBI - name what is happening

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Tips for Navigating the “Identity” Conversation



- Be curious
- Be clear and kind
- Focus on specific behavior or actions, not the person's character
- Embrace a growth mindset

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Trouble with Snow



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What
Strategies or
Approaches
Have Worked
for You?

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The FIRE Box – Budget Scenario

Adapted from Murphy, Mark. *Truth at Work*. New York. McGraw Hill Education. 2017.

FACTS

**INTERPRETATIONS (aka
Assumptions)**

REACTIONS/EMOTIONS

**END RESULTS (Focus on
the Future)**

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Exercise: FIRE Box



- ❖ Flesh out Fact, Interpretation, Reactions and End Results in *The Trouble with Snow*.
- ❖ Start with Anita. Move on to Lauren if you have extra time.

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The FIRE Box

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Preparing Yourself



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PREPARE

- ❖ Does the conversation need to happen?
- ❖ What is my purpose in having the conversation?
- ❖ Do I need to have it now?
- ❖ Who needs to be part of the conversation?
- ❖ What do I expect the outcome to be?
- ❖ What expectations does the other person have?
- ❖ How can I invite the other person to problem solve with me?

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Practice Having a Difficult Conversation



- The Trouble With Snow
- A colleague speaks to your direct report in a way that does not work for them/you and you need to talk to your colleague about it.
- A colleague leaves you out of a decision that will impact your team. You want to talk to the colleague about (not) being included.

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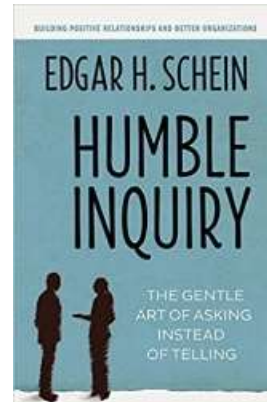
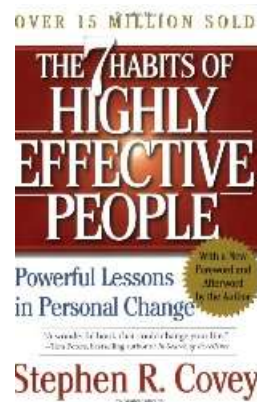
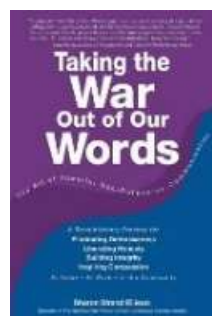
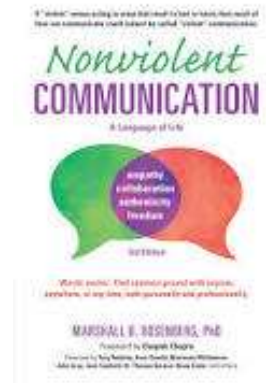
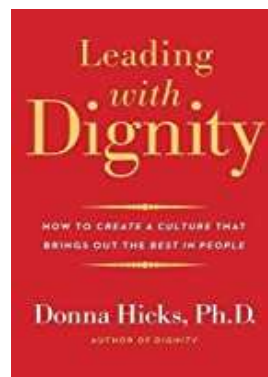
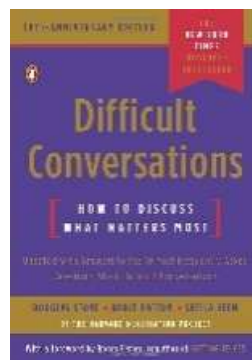
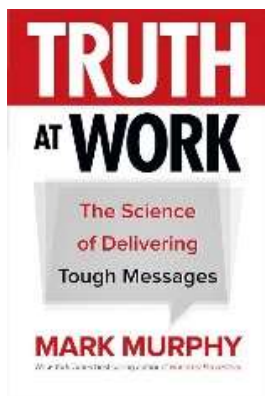
Closing Go-Around



What is one thing you would like to try based on what we've discussed today?

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Recommended Reading



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