

CONFLICT

without

CASUALTIES

A Field Guide for Leading with
Compassionate Accountability

NATE REGIER, PhD



Berrett-Koehler Publishers, Inc.
a BK Business book

—1
—0
—+1

Copyright © 2017 by Next Element Consulting, LLC

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of the publisher, except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law. For permission requests, write to the publisher, addressed “Attention: Permissions Coordinator,” at the address below.

Berrett-Koehler Publishers, Inc.

1333 Broadway, Suite 1000
Oakland, CA 94612-1921

Tel: (510) 817-2277 Fax: (510) 817-2278 www.bkconnection.com

Ordering Information

Quantity sales. Special discounts are available on quantity purchases by corporations, associations, and others. For details, contact the “Special Sales Department” at the Berrett-Koehler address above.

Individual sales. Berrett-Koehler publications are available through most bookstores. They can also be ordered directly from Berrett-Koehler: Tel: (800) 929-2929; Fax: (802) 864-7626; www.bkconnection.com

Orders for college textbook/course adoption use. Please contact Berrett-Koehler: Tel: (800) 929-2929; Fax: (802) 864-7626.

Orders by U.S. trade bookstores and wholesalers. Please contact Ingram Publisher Services, Tel: (800) 509-4887; Fax: (800) 838-1149; E-mail: customer.service@ingrampublisherservices.com; or visit www.ingrampublisherservices.com/Ordering for details about electronic ordering.

Berrett-Koehler and the BK logo are registered trademarks of Berrett-Koehler Publishers, Inc.

Printed in the United States of America

Berrett-Koehler books are printed on long-lasting acid-free paper. When it is available, we choose paper that has been manufactured by environmentally responsible processes. These may include using trees grown in sustainable forests, incorporating recycled paper, minimizing chlorine in bleaching, or recycling the energy produced at the paper mill.

Library of Congress Cataloging-in-Publication Data
[insert CIP data here, TK]

First Edition

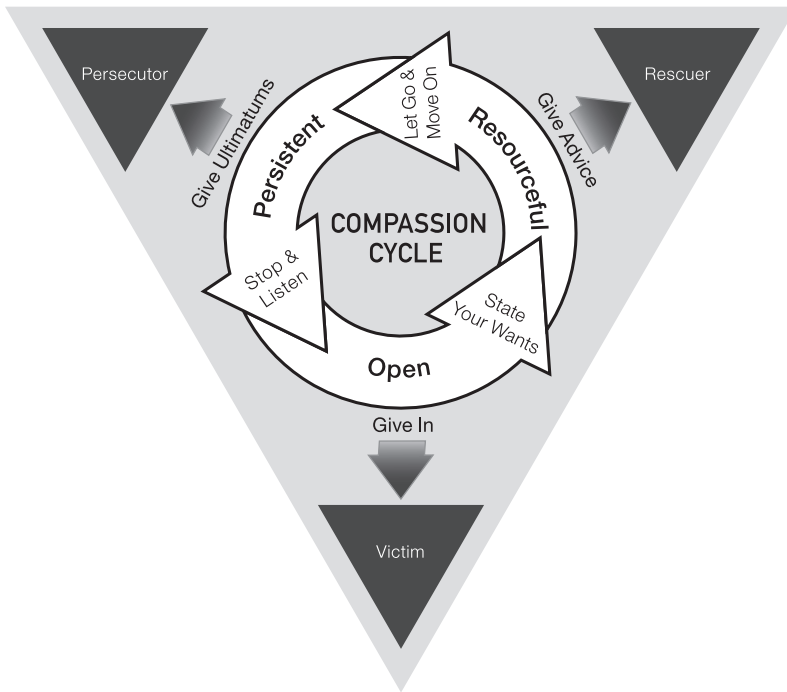
21 20 19 18 17 16 10 9 8 7 6 5 4 3 2 1

[add credits to book producer, designer, copyeditor, indexer,
cover designer, anyone else appropriate, as desired by book producer]

-1—
0—
+1—

Appendix B

PREPARING FOR CONFLICT:
BUILDING MY ORPO BANK



—1
—0
—+1

Make copies of this template to use for each new situation. Use what you write to apply the Formula for Compassionate Conflict and ORPO statements.

Step 1: Mind the Gap

The situation I want to address is:

Step 2: Build Your Open Bank

How I can empathize through past experience:	Feelings the other person(s) might have and how I will validate them:	Feelings I'm willing to disclose are:

Step 3: State Your Wants

My emotional motives and wants are:

Step 4: Build Your Resourceful Bank

Relevant resources to gather or share are:	Past successes I could build on are:	Personal strengths I could leverage are:

Step 5: Choose to Let Go and Move on

In order to move on, I will have to let go of:

Step 6: Build your Persistence Bank

My boundaries and commitments are:	Non-negotiables I want to reinforce are:	I am willing to accept responsibility for:

Step 7: Stop and Listen

How am I feeling about engaging in conflict this way? How are others involved in the conflict feeling about it?

Notes