THE CONFLICT PIVOT FRAMEWORK

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THE CONFLICT PIVOT

Turning Conflict into Peace of Mind

THREE SIMPLE PRACTICES TO DISSOLVE CONFLICT AT WORK AND HOME

A conflict pivot is a purposeful change in the direction you're focusing during conflict in order to achieve better results. Pivoting is a thought process. To learn more about conflict pivots, conflict hooks, and the book, *The Conflict Pivot*, visit conflictpivot.com.

PIVOT 1	PIVOT 2	PIVOT 3
Away from your Stuck Story and toward its message	Away from their behavior and toward your conflict hooks	Away from the past and toward the now

Like a movie trailer, your Stuck Story of the conflict is a montage of the moments you find most compelling, with certain scenes magnified and others omitted.

It's the story you may tell others about the conflict, and the one you tell yourself, often over and over.

But it's not *the* story of the conflict; it's *your* story of the conflict.

The first pivot is to turn your attention away from your Stuck Story and toward the message it's holding for you. You accomplish this by:

- Identifying what you've reacted to most strongly in the conflict.
- Noticing what you dwell on most when you tell your Stuck Story to yourself and others.

Conflict occurs when something important feels threatened.

The things you're dwelling on and reacting to most are hints about the true source of your uneasiness; that source is often your very identity.

The second pivot is to turn your attention away from the things the other person is doing (or not doing) and toward the underlying reasons you are hooked. You accomplish this by:

- Using what you dwell on and react to most strongly to help you identify the true source of your discomfort.

- Identifying your conflict hooks. A conflict hook is a part of your identity that has become snagged by the insult, causing conflict or escalating it.

Conflict thrives in the unknowable past and in your reliance on the other person(s) to set things right. Conflict resolution is an act of the present and future.

The third pivot is to turn your attention away from what's happened and toward what's next. You accomplish this by:

- Figuring out what you want for yourself from here forward, including how to best address your identity needs.

- Identifying solutions that do not require the other person's contribution for you to achieve them.

Common Conflict Hooks

Competence	Status
Autonomy	Reliability
Fellowship	Integrity