

## Communicating Through Conflict -- The PRISM Approach

### **P: Purpose -- What is your intention in having a conversation?**

- Addressing/acknowledging contributions (versus assessing blame)
- Understanding the other person's perspective(s) (versus convincing others of your perspective)
- Unpacking intent v. impact

### **R: Right – Can you prioritize *getting it right over being right*?**

- Flesh out “What Happened” -- is it possible you don't know the whole story?
- Think through the FIRE box
  - ✓ F: What are the facts?
  - ✓ I: What are your interpretations?
  - ✓ R: Is your reaction based on fact or interpretation?
  - ✓ E: What end result/outcome are you trying to achieve?

### **I: Identity -- What elements of identity are potentially present?**

- What does this situation say about you? How is that creating obstacles to a constructive conversation?
- What might the other person feel this conversation/situation says about them?
- Can you acknowledge these concerns and move through the conflict constructively?

### **S: Safety – How can you create a safe space for a constructive conversation?**

- Does the conversation need to happen?
- When does it need to happen?
- Who should be part of the conversation?
- How can you invite the other person to problem-solve with you?
- Where should you have the conversation? Is it a safe/neutral location?

### **M: Mindful – Can you prioritize both what you say AND how you say it?**

- What are you communicating through your tone, intention and body language?
- Are you being clear and direct?
- Are you being firm and fair?
- Are you choosing courage over comfort?
- What might happen if you do not have this conversation? Now or ever?