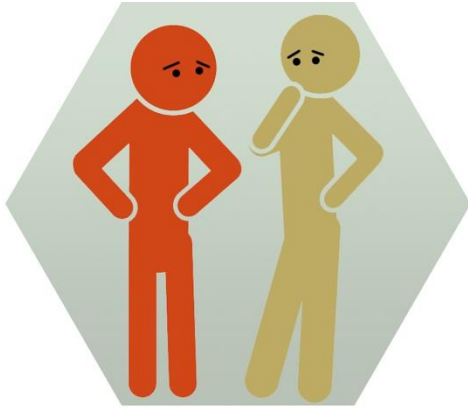


EMPATHY QUADRANT WORKSHEET

Exploring Both Sides of a Conflict



An empathy quadrant is a practical way to explore both sides of a conflict. It's a way to put yourself in the other person's shoes. It will help you anticipate what the other person might be thinking and feeling.

Of course, there is no way to know for sure; the idea is to prepare for a face-to-face meeting by trying to see the conflict from the other person's perspective, in addition to your own.

To use the Empathy Quadrant:

1. Think about the conflict and your part in it.
2. Write down what you said and did, what you were thinking and how you felt.
3. Think about the other person.
4. Write down what the other person said and did.
5. Consider what the other person might have thought and how the other person might have felt. Write that down as well.
6. **Use your potential insights to prepare for your face-to-face meeting.**
 - Think about how the other person's perspective impacts the conflict and its possible resolution.
 - How can your potential insight about what the other person may be thinking or feeling help you prepare for your meeting? If you were in the other person's shoes, how would you want to be approached?
 - What do you anticipate will happen? Is there anything you can do to avoid any possible problems?

The Empathy Quadrant is excerpted from materials accompanying the *Right/Wrong to WIN/WIN: Peer-to-Peer Conflict Resolution* video program produced by OurBizness.

For more information please visit www.mediapartners.com.

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