



## ONE-ON-ONE CONFLICT

1. Person tells us a bit about their conflict.
2. Give the person a chance to vent with the person with whom they are having the conflict.
3. Ask – Who does the person remind you of in your early life? Or...when did you feel the same, or...When did you have the same feelings?
4. Ask – Is there an incident in your early life that exemplifies this situation? (Do a speak-out with the person on the earlier incident).
5. Long, Long Time Ago: Once upon a time...a long, long time ago, I had a (mother, father, teacher, etc.) who was a little bit confused. They didn't know that a young person...But that was a long time ago. Now in the present, with my NCBI family all around... I can remember that I am...
6. Role Play Current Situation Bring up someone to play the role of the person with whom they have the current conflict. They role play the present situation
7. Get feedback from the group. What did they do well?
8. Map out interests – real concerns of each side of the underlying conflict.

Our Participant	Person Back Home

9. Coach the participant Role play. How could they improve? Role play again.
10. Ask the participant what was helpful?