

Conflict

Conflict is defined as a situation in which the concerns, interests, needs or values of two parties are perceived as being incompatible, by at least one of these parties.

Perceptual Positions

Perceptual positions provide us with a powerful tool – a way of creating more choices and increasing our understanding in situations that have become blocked.

FIRST POSITION

Seeing, hearing and feeling the situation through your own senses.

SECOND POSITION

Stepping into the shoes of the other person. Experiencing the situation
'as if you are them'.
What do you see, hear, feel?

THIRD POSITION

Standing back, objective, detached from the emotions.
A benevolent observer.
On balance, what does each position look like?