

# CONFLICT & DISPUTE RESOLUTION

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## Intent vs. Impact

### Instructions

When doing the reading for this class, there are the two basic kinds of information you need to understand:

1. What are the main points or conclusions that an author accepts with respect to a particular issue?
2. What are the reasons, important considerations, and evidence that lead the author to accept that conclusion?

For our purposes, it is *information of the second sort that will be our primary concern* since our most basic task is to *evaluate the reasons and evidence* that are offered to support accepting one possible position on an issue, rather than another.

### Reading

Stone, D., Patton, B., & Heen, S. (2010). Don't Assume They Meant It. In *Difficult Conversations: How to Discuss What Matters Most* (2<sup>nd</sup> ed., pp. 44–57). New York: Viking Penguin.

### Questions

1. According to Stone *et al.*, what are the two key mistakes involving intentions? In what ways are these serious obstacles to effective conflict resolution?
2. How do Stone *et al.* suggest we avoid these mistakes and become more effective at conflict resolution?

To answer these questions you will have to reflect critically on what you have read and possibly re-read important passages.

Although I strongly suggest that you write out brief answers to these questions, you do not have to turn in written responses. You do, however, need to be prepared to speak intelligently about these issues at our next class meeting.