

# CONFLICT & DISPUTE RESOLUTION

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## The Identity Conversation

### 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). Ground Your Identity. In *Difficult Conversations: How to Discuss What Matters Most* (2<sup>ND</sup> ed., pp. 111–128). New York: Viking Penguin.

### Questions

1. What three core identities do Stone *et al.* identify? In what ways can these be threatened during negotiation or conflict resolution?
2. What does it mean to be “knocked off balance” (p. 113) with respect to our identity? Why does that cause problems for us? What attitudes or thought processes make us particularly vulnerable to being knocked off balance during conflict resolution?
3. What two steps do Stone *et al.* give for effectively managing the identity conversation?
4. What suggestions do Stone *et al.* make for regaining your balance?

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.