

Takeaway: Find What's Shared

Finding commonalities can be the glue that holds a conversation together through conflict.



Three techniques for finding what's shared:

1. Break free of boxes
2. Find agreement within disagreement
3. Seek both/and possibilities



Technique 1: Break Free of Boxes

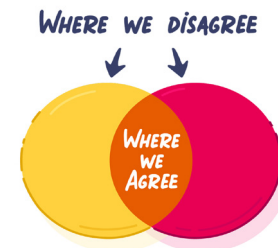
Consider where you might have:

- Similar experiences
- Shared activities or interests
- Shared values or beliefs

Technique 2: Find Agreement Within Disagreement

Search for points of agreement within a conflict, even while disagreement still exists.

*Jon may always think that **social media is bad for society**, and Selina may always think that **social media good for society**. But within that disagreement, the two might agree that **authentic, in-person friendships are important**.*



Discover new solutions in the gray areas. Entertain the possibility that many things can be true at the same time.

Remember the Orange! = We can unlock both/and possibilities if we ask each other questions and explore what each person needs.

Technique 3: Seek Both/And Possibilities



Either/Or Thinking	Both/And Thinking
"Are you a patriot or a protester?"	"How can someone be both a patriot and a protester?"

Steps to use both/and thinking in conflicts:

1. Understand the other person's underlying assumptions, values, and needs
2. Explore benefits and drawbacks of both options
3. Generate paths forward that draw on the strengths of both