

Conflict Resolution - One-Page Quick-Use Tool

1. What **painful emotions** are you feeling?
2. Which of your **needs/values** are UNfulfilled?
3. What **pleasant emotions** are you feeling?
4. Which of your **needs/values** ARE fulfilled?
5. What do you imagine the other(s) is **feeling**?
6. What do you imagine the other(s) **Wants/needs**?
7. Holding all this in your heart, what **values** or **character strengths** do you feel inspired to embody?
8. Knowing all of this, and seeking win/wins, what could you ask for or offer that could make life more wonderful?
9. If your idea was decline, seek to understand what **needs** created the NO, then adjust your strategy to find the Yes!

Emotions Connected to Unmet Needs

Afraid	Lonely	Vulnerable
Angry	Miserable	Worried
Bored	Nervous	Anxious
Confused	Numb	Apprehensive
Depressed	Overwhelmed	Despairing
Disappointed	Regretful	Desperate
Embarrassed	Restless	Discouraged
Envious	Sad	Disgusted
Frightened	Sensitive	Exhausted
Frustrated	Shocked	Guarded
Hatred	Stressed	Hesitant
Heart-Broken	Surprised	Indifferent
Heavy Hearted	Suspicious	Irritable
Helpless	Terrified	Self-Protective
Hurt	Tired	Skeptical
Impatient	Uncomfortable	Troubled
Insecure	Torn	Uneasy
Jealous	Violent	Withdrawn

Universal Needs, Longings, Values & Desires

Acceptance	Family	Sensitivity	Consistency
Adventure	Freedom	Space	Contribution
Affection	Friendship	Stability	Effectiveness
Air/Food/Water/Warmth	Fun	Support	Empathy
Appreciation	Honesty	Touch	Equality
Awareness	Humor	To Be Heard	Harmony
Beauty	Inclusion	To Be Seen Clearly	Independence
Caring	Joy	To Be Understood	Inspiration
Celebration	Laughter	To Matter	Integration
Challenge	Learning	Trust	Integrity
Choice	Love	Understanding	Intimacy
Closeness	Mourning	Warmth	Order
Comfort	Movement/Exercise	Authenticity	Partnership
Community	Nurturing	Autonomy	Physical Well-Being
Connection	Peace	Balance	Presence
Consideration	Play	Belonging	Productivity
Cooperation	Privacy	Clarity	Purpose
Creativity	Respect	Communication	Reciprocity
Emotional Safety	Rest/Relaxation	Compassion	Self-Expression
Fairness	Safety	Competence	Self-Understanding

Emotions Connected to Met Needs

Affectionate	Fulfilled	Adoring
Alive	Grateful	Aroused
Amused	Happy	Blissful
Appreciative	Hopeful	Centered
Calm	Inspired	Clearheaded
Comfortable	Interested	Ecstatic
Compassionate	Loving	Engaged
Confident	Openhearted	Intrigued
Content	Optimistic	Invigorated
Curious	Peaceful	Joyful
Delighted	Proud	Open
Eager	Relieved	Passionate
Empowered	Safe	Pleased
Encouraged	Satisfied	Rejuvenated
Enthusiastic	Secure	Relaxed
Fascinated	Trusting	Serene
Friendly	Warm	Touched

Character Strengths / Virtues / Values to Embody

Appreciative	Friendly	Accepting	Inclusive
Assertive	Generous	Acknowledging	In Integrity
Caring	Gentle	Balanced	In Leadership
Clean / Orderly	Grateful	Consistent	Light-hearted
Coachable	Helpful	Courteous	In Meditation
Committed	Honest	Devoted	Moderate
Compassionate	Kind	Discerning	Modest
Confident	Loving	Disciplined	Optimistic
Cooperative	Patient	Empathic	Present
Courageous	Peaceful	Enthusiastic	Purposeful
Creative	Playful	Faithful	Reverent
Encouraging	Prayerful	Focused	Surrendered
Excellent	Respectful	Frugal	Tactful
Fair / Just	In Service	Harmonious	Unifying
Flexible	Trusting	Honoring	Visionary
Forgiving	Trustworthy	Humble	Wise