

## APPENDIX A

### ASHY's Conflict Resolution Protocol: Self-Inquiry Form (Step #1)

This form was created by ASHY's Community Relations Team to help individuals experiencing conflict gain greater clarity regarding their situation. If you would like support from the Community Relations Team as you work to resolve the conflict, please email your completed assessment to Team Leader Tiffany Wood at [tiffany@anusarayoga.com](mailto:tiffany@anusarayoga.com). *Tiffany will share the form with the other members of the Team, but the Community Relations Team will not share your completed form with anyone outside the Team without your permission.*

If you would like to complete this form in a language other than English, ASHY's Community Relations Team will take responsibility for translating it into English.

Date: \_\_\_\_\_

Your Name: \_\_\_\_\_

Country of Residence: \_\_\_\_\_

Email address: \_\_\_\_\_

**#1: Briefly describe the conflict you are experiencing.**

**#2: Consider how those involved in the conflict are feeling.**

- How are you feeling about the situation? Why are feeling this way?
- How do you think the other individual(s) involved in the conflict are feeling? Why do you think they are feeling this way?

**Step #2: Understand the views and experience of those involved in the conflict.**

- *Your Views and Experiences*
  - What are is your relationship to the person(s) with whom you are experiencing conflict?
  - Do you have any perceptions, assumptions, interpretations or expectations that you believe have played a role in this conflict?
  - What factors in your life do you feel have contributed to the conflict? For example, are they personal? Professional? Organizational? Please be as specific as possible.
- *Other Individual(s)' View and Experiences from Your Perspective*
  - Do you think that the other individual(s) in this conflict have any perceptions, assumptions, interpretations or expectations that you believe have played a role in this conflict?

- What factors in the other individual(s)' life do you think have contributed to the conflict? For example, do you see them as personal? Professional? Organizational? Please be as specific as possible.

**Step #3: Consider ways in which you and the individual(s) involved in the conflict can resolve the conflict to your mutual satisfaction.**

- What are your interests, needs and concerns (not just rights) as they relate to this conflict?
- What do you think are the interests, needs and concerns (not just rights) of the other individual(s) involved in the conflict?
- How can you use your own skills and communication styles to help resolve the conflict?
- Do you need any additional information to resolve this conflict? If so, what?
- Is there a way in which AHSY's [core values](#) could help resolve the conflict?
- What options and alternatives for resolving this conflict do you feel are available to you and the other person(s) involved in this conflict?
- What do you feel is the best possible outcome for you and the others involved in the conflict?
- On a scale of 1-10, how committed are you to making changes in your behavior and thinking? (1 = not committed, 10 = very committed). If you indicated anywhere between 1 and 6, explain what is holding you back from being able to commit to change.

*This assessment form is adapted from a document from Victoria, Australia, entitled "Developing Conflict Resilient Workplaces: An Implementation Guide for Victorian Public Sector Managers and Teams," 2010, pg. 7.*