



How to Move Beyond Intractable Conflict

The Y.E.S. Method

Gabrielle Hartley, ESQ

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Online Evaluation

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What Is Intractable Conflict?

Intractable Conflict

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"Practical, accessible tools for your family and your future."
—GWYNETH HALLIDAY, New York Times bestselling author and founder of GOOD

The Radically Positive
Way to Separate

BETTER APART

Gabrielle Hartley
with Elena Brower

**The Secret to
GETTING
ALONG**

(And Why It's EASIER
Than You Think)

3 STEPS TO
LIFE-CHANGING
CONFLICT
RESOLUTION

GABRIELLE HARTLEY

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What are the characteristics of intractable conflict?

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Connection

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Conflict Escalation

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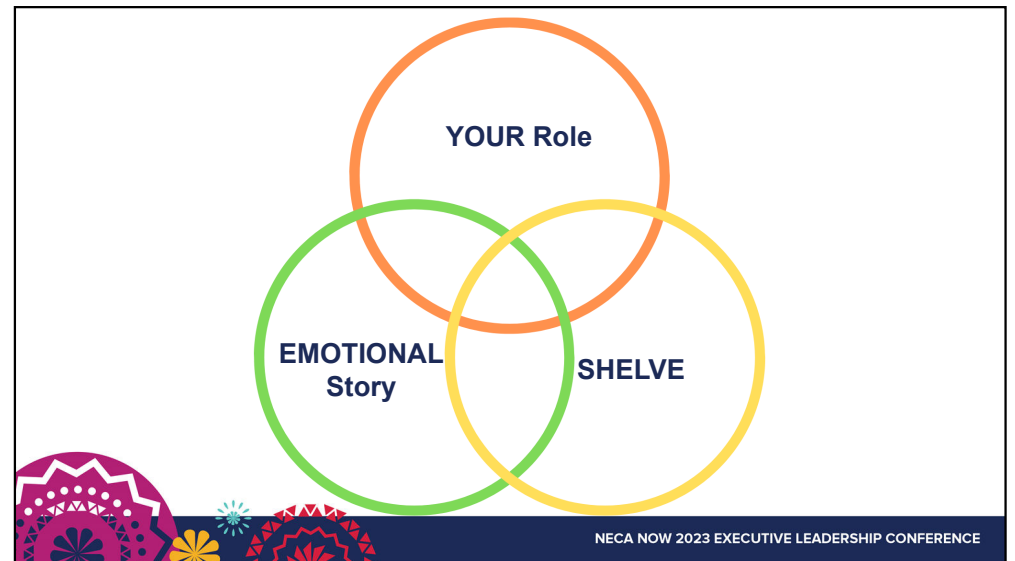


Intractable Conflict In Your Life

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YOUR Role

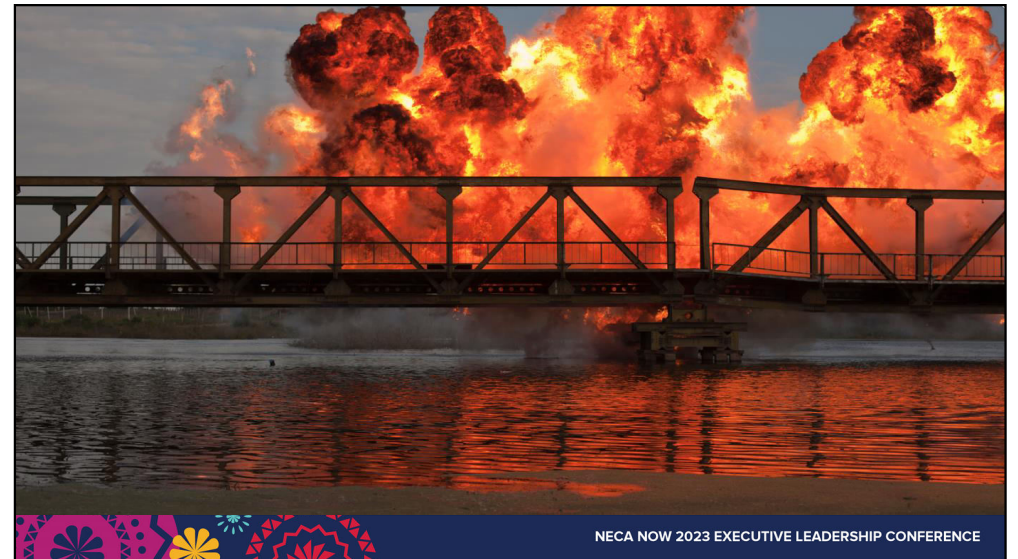


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- ✓ Catastrophize
- ✓ Minimize
- ✓ Bury Your Head in Sand
- ✓ Steam Roll
- ✓ Pot Stir

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- ✓ Catastrophize
- ✓ Minimize
- ✓ Bury Your Head in Sand
- ✓ Steam Roll
- ✓ Pot Stir

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How do YOU add to/create conflict?

Catastrophize
Minimize
Steamroll
Bury Head In Sand (ignore)
Stir the pot

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Change Habits



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Own Your Role



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What is The **EMOTIONAL** Story



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What is The **EMOTIONAL** Story

- What we fight about
- Why we fight about it



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WANTS versus NEEDS

- The Orange Allegory



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What is The **EMOTIONAL** Story



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What was your **WHY**?



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Consider 3 Things

WHAT You
Were
Arguing
About?

Your Ideal
Outcome

(Position)

WHY You **NEED**
What You Want

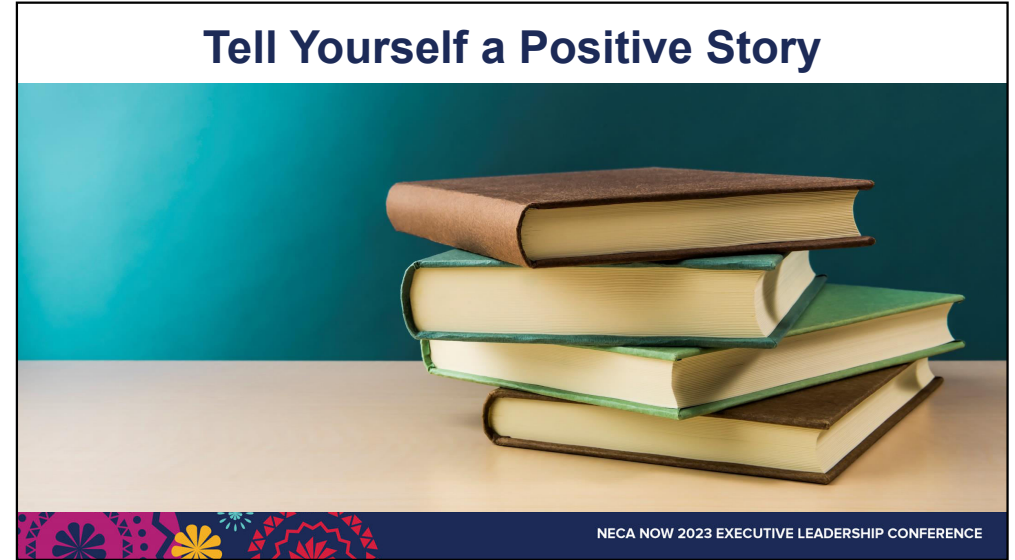
(Interest)



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Think of a conflict where you **SHELVED**



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- ✓ Intentional Breathing
- ✓ Setting Boundaries (The Power of NO!)
- ✓ Create Safe Haven Containers



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When poll is active, respond at pollev.com/gabriellehartley841

Breathing deeply can encourage better decision making

True

False

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How Do You Slow Down a Conversation

- Let me get back to you, I need a few minutes
- Let's put a pin in this conversation until (set a time)
- Let's discuss this later when we have both calmed down
- I hear you're frustrated (name emotion if it is clear)
- I know that I'm not listening to you very well, maybe we can take turns listening to each other.



The Y.E.S. Method



YOU
Your role in the conflict.



EMOTION
The emotional story. The WHY



SHELVING
Shelving heated conversations.

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