In assessing the core essential element of Communication and Conflict Resolution, a stepwise process of resolve can be considered. First, and essential to understanding the motivation of what is sought, it must be stated that the goal is to “re-solve” a particular conflict *together*. Assuming two opposing sides in an argument or disagreement or cultural disparity, it is essential that both “sides” consider how and why each has “solved” the issue in view in whatever way they have. Making it personal, it is a good practice to self-evaluate how it is that I have viewed, judged, and “solved” a particular issue. Once considered, I must then bring crisp articulation to my viewpoint, not to reinforce my “rightness”, but to offer my point of view in open consideration of the “facts” and assumptions that I may have held most dear in my assessing of the problem. If I can clearly offer the opposing side the view from my side, and, if in humility I can ask to hear their “how and why” of their viewpoint utilizing quality open-ended questions, I will best position myself for active listening.

From here, the bridge of communication can be built stepwise. The guiding principle is that of quickly and efficiently and effectively positioning myself to actively hear and see the world as they are describing it, whether I agree with it or not. The race is the hear the other first. In one sense, it might be said that the first person (or side) to effectively hear the other wins the argument. Once one side is able to see the world from the other’s point of view, point of offense, or reasons for disagreement, the action of re-solve can commence. Once it is clear that I have solved the situation one way, and they have solved it another way, the question of who was right and who was wrong takes a back seat to how can we re-solve this newly combined world of viewpoint together. At its best, each side allows themselves to see and hear the world from their opponents side. This often creates empathy and understanding allowing a shared way forward together.