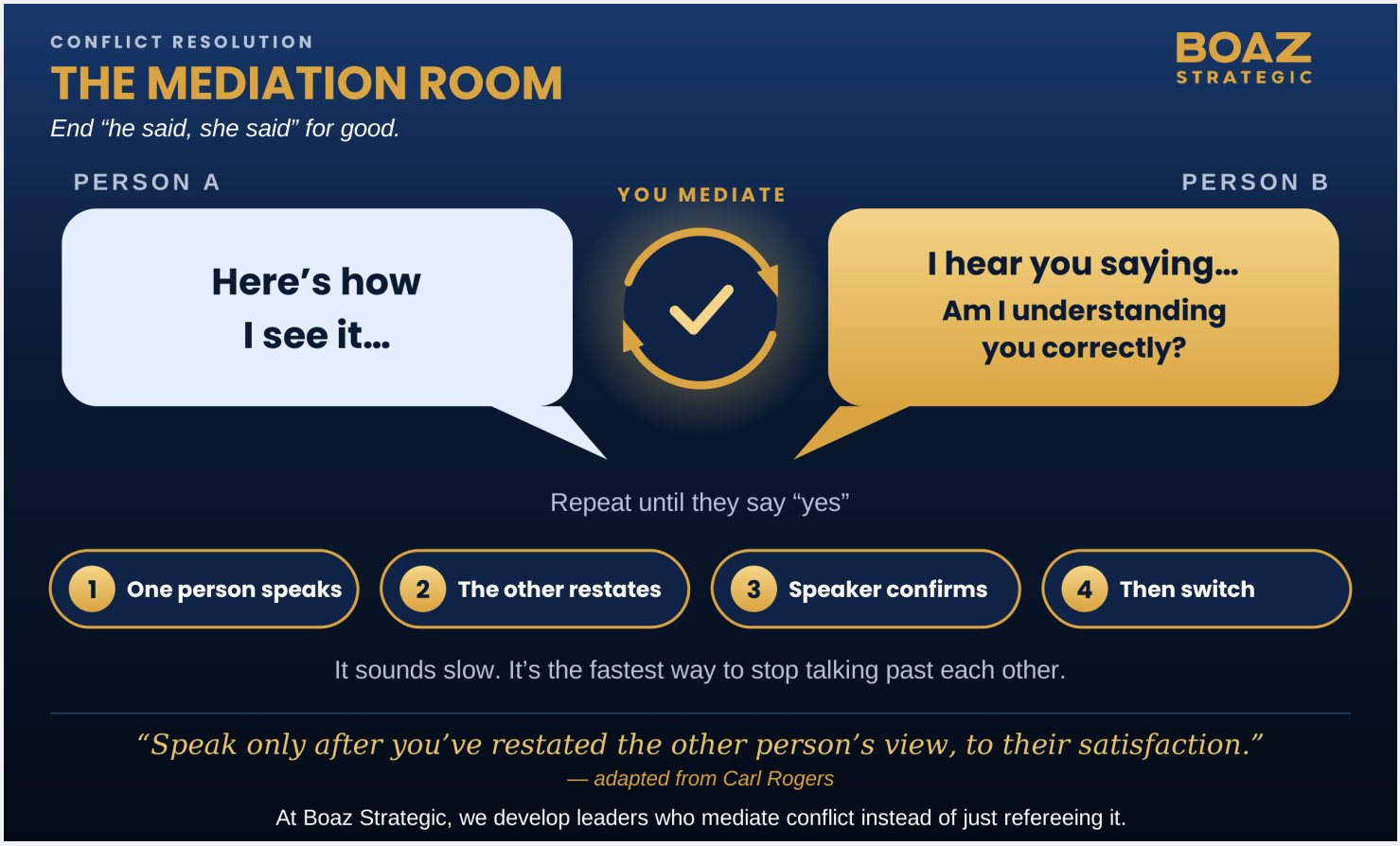


Are you refereeing conflict, or *resolving it?*

> *Speak only after restating their view, to their satisfaction. — adapted from Carl Rogers*

A complaint about a coworker can turn into a game of telephone fast, each side's story drifting further from what actually happened.

Shuttling between two people rarely solves anything.

Often the simplest, most effective move is the most direct one: bring both people into the same room, much like formal mediation, and let each side share their grievance and their view.

That single conversation usually resolves more than five rounds of shuttling messages between two offices ever could.

The structure that makes it work traces back to psychologist Carl Rogers: each person may only speak for themselves after first restating the other person's view, to that person's satisfaction.

In practice: “I hear you saying (X). Am I understanding you correctly?” Let them clarify before you or the other party responds.

It sounds slow. It's actually the fastest way to stop two people from talking past each other.

At Boaz Strategic, we develop leaders who mediate conflict instead of just refereeing it.