

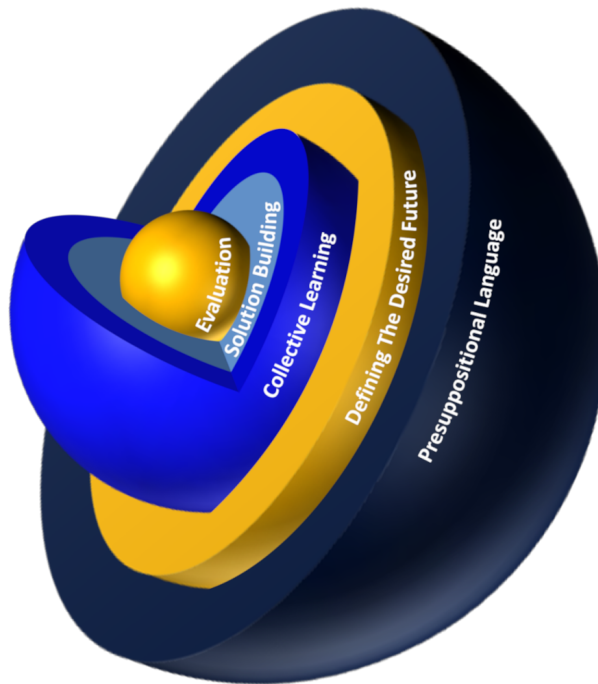


PorroVia.com

CONFLICT GUIDE

A Practical Guide to Navigating Workplace Conflict Without Escalation

“Conflict is not the problem. Stagnation is.”



ALI SOLEYMANIHA — DYNAMIC MEDIATION

Book a Confidential Consultation → PorroVia.com

Why Conflict Is Not the Enemy

“Conflict is not the problem. Stagnation is.”

- Ali Soleymaniha

Most approaches to conflict focus on what went wrong. This guide focuses on what can be built instead. Conflict is not a failure of people -- it is a signal that a system is out of balance.

KEY INSIGHT

What You're Seeing Is Only the Surface

Workplace conflict is rarely just about two individuals. It is a living system of relationships, pressures, expectations, and history. What appears as a disagreement is often a system under strain.

36%

of employees experience
workplace conflict

\$359B

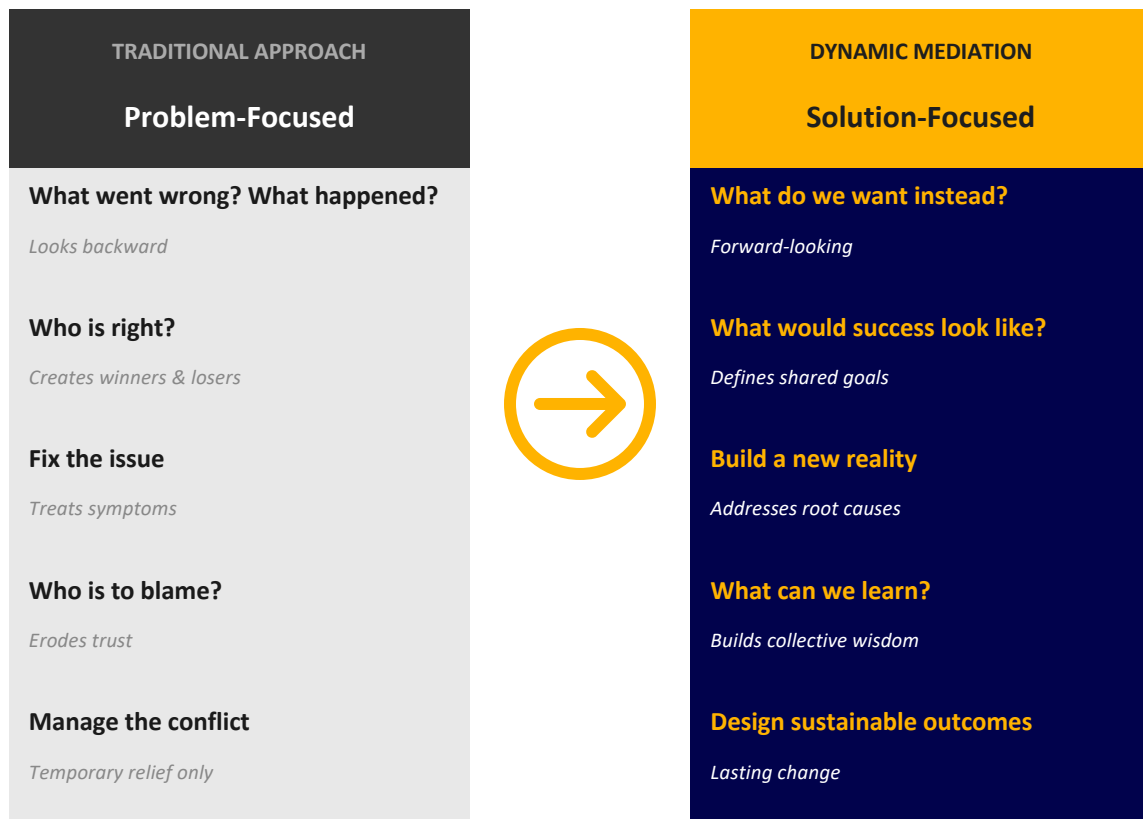
lost annually to unresolved
conflict (US)

76%

of conflicts go unaddressed until
they escalate

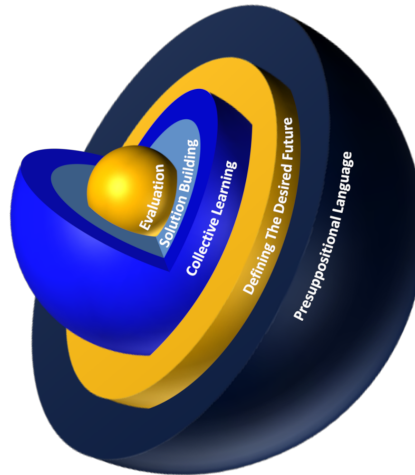
The Core Shift

Two fundamentally different questions produce fundamentally different outcomes.



The Five Dimensions of Conflict Navigation

These are not sequential steps. They occur simultaneously, each informing the others in a living, adaptive process.



1

Hope Language

PRESUPPOSITIONAL LANGUAGE

Shift from problem-focused to possibility-focused dialogue. The words we use shape the reality we build. Language that presupposes a positive future opens new pathways.

Ask: "What has worked before?"

2

Preferred Future

DEFINING THE DESIRED FUTURE

Define success clearly before attempting to solve anything. When all parties share a vision of what good looks like, movement becomes possible.

Ask: "If this worked perfectly, what would be different?"

3

Collective Learning

COLLECTIVE LEARNING

Conflict only moves when people learn -- together. The mediator facilitates insight that shifts the system, not just the individuals.

Ask: "What are we understanding now that we did not have before?"

4

Evaluating Progress

EVALUATION

Make movement visible. Scaling questions create shared awareness and celebrate incremental gains that sustain momentum.

Ask: "On a scale of 1-10, where are we now?"

5

Solution Building

SOLUTION BUILDING

Build from what already works. Small, concrete steps identified by the parties themselves create ownership and durable change.

Ask: "What small step can we take this week?"

QUICK TOOL

The 5-Minute Reset Conversation

Use these five questions to shift any workplace conversation from reactive to generative.

1 "Let's focus on what we want going forward."

Anchors the conversation in the future, not the past

2 "If this worked perfectly, what would be different?"

Invites imagination of success -- builds shared vision.

3 "When has this worked better before?"

Activates existing resources and past competence.

4 "Where are we today, from 1 to 10?"

Creates a shared map of current reality without blame.

5 "What is one step we can take right now?"

Generates immediate, co-owned action.

PRO TIP

You do not need to be a trained mediator to use these questions. Any team leader or HR professional can deploy this reset in under five minutes — the questions do the work.

When Conflict Becomes Risk

By the time conflict becomes visible, it has already been silently affecting the system for weeks -- sometimes months. The cost accumulates long before anyone speaks up.

What Unresolved Conflict Causes

Productivity Loss

Teams in conflict spend up to 2.8 hours per week on conflict-related issues rather than core work.

Erosion of Trust

Once trust breaks down, rebuilding it requires structured intervention -- it rarely self-repairs.

Increased Turnover

Employees who witness unresolved conflict are 3x more likely to consider leaving.

Leadership Misalignment

Founder or senior-leader conflict paralyzes decision-making across the entire organization.

Cultural Damage

Chronic conflict normalizes dysfunction and sets a lower baseline for team behavior.

When to Bring in a Mediator



Repeated patterns

The same conflict keeps returning despite attempts to resolve it.



Leadership conflict

Founders, executives or team leads are directly involved.



Team breakdown

Collaboration has effectively stopped; tension is pervasive.



Escalating tension

The conflict is intensifying rather than stabilizing.



Psychological safety

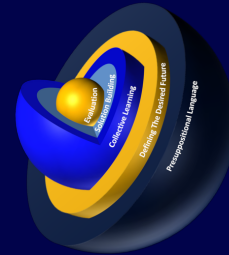
People are afraid to speak, or have stopped engaging entirely.



PORROVIA.COM

ABOUT THE APPROACH

Dynamic Mediation is not linear.



Dynamic Mediation is a living, adaptive process grounded in systems thinking, cybernetics, and solution-focused practice. Unlike conventional mediation, it does not require a full account of the past — it builds the future.

Future-Focused

Looks forward, not backward

Trust-Building

Structured dialogue that creates safety

Learning-Centered

Enables transformation, not just resolution

Sustainable Outcomes

Designs agreements that hold

“Most mediators try to resolve conflict. Dynamic Mediation transforms it into a catalyst for growth.”

Ready to resolve it — for good?

Book a confidential consultation with your mediator.

PorroVia.com →