

It Seemed Like a Good Idea at the Time:
How to Make Effective Decisions Under Conflict

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GOLD MEDAL: All of us utilize two systems of thinking which affect our decision-making and our ability to make effective decisions when we are involved in conflict.

SILVER MEDAL: Even when we don't realize it, emotions affect our decision-making and hamper our ability to make effective decisions. This is also occurring with the other party with whom we're in conflict.

BRONZE MEDAL: You cannot solve an emotional problem with logic alone. The more emotionally involved individuals become in a conflict, the more they rely on heuristics and cognitive biases, and are unable to make effective decisions.

HONORABLE MENTION: To help parties return to an ability to make effective decisions, address the emotions, heuristics and cognitive biases, using affect labeling, reframing, and questions to elicit change.

HONORABLE MENTION: Smart decisions focus on the right problem, specific interests, create alternatives, understand consequences, and grapple with tradeoffs.