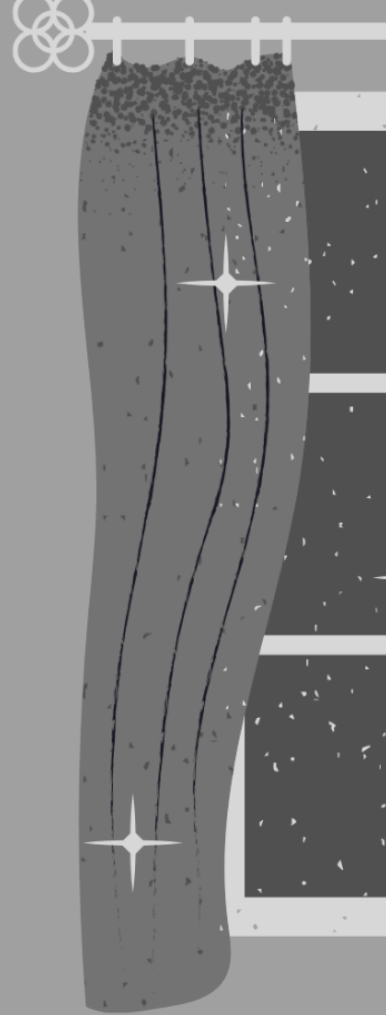
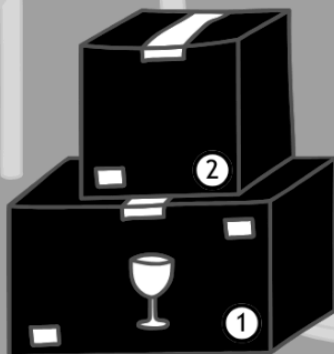
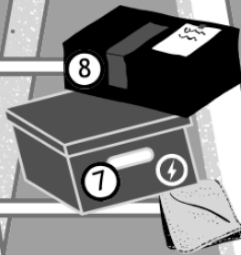
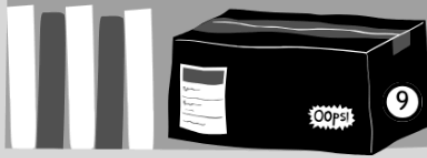
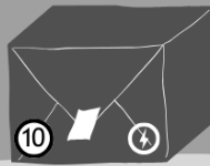


Conflict

A bored board game.



Pick your avatar



Greetings, peacemakers!

Welcome to CON/FLICT, a game designed to creatively and playfully explore the principles of Nonviolent Communication (NVC). By picking up these cards, you are embarking on a journey to transform conflicts into opportunities for growth, empathy, and understanding. Are you ready to join me on this adventure?

About the Game

CON/FLICT was created to support the teaching and practice of NVC in an engaging, interactive format. The game is suitable for small to larger groups but is especially designed to be used by NVC facilitators working with small groups. It brings communication principles to life by encouraging players to navigate realistic, everyday scenarios that range from minor misunderstandings to complex conflicts.

At the heart of the game are two types of cards:

- **Dilemma Cards:** They depict challenging situations where players must choose the most constructive and peaceful response from a list of options. While there may not always be only one "right" answer, progressing in the game depends on selecting the option that aligns the most with the four pillars of NVC: observation, feelings, needs, and requests.

After deliberating on the options, check the solutions list to see what option "Con" the cat *cough cough* I would choose and why.

- **Oops! Cards:** Not every step along the empathy path is smooth. Some shoeboxes may be old, wobbly, or slippery—landing players on an Oops! card. These cards highlight potential missteps, offering a chance to learn, adapt, and grow stronger in navigating conflicts.

How to Play

Step 1: Print the image file provided to you, akin to the cover page of this document, which serves as the tabletop game piece you will use to play the game. The dimension of the tabletop piece is 42 cm (width) x 59.4 cm (height); use your printer settings to scale it to your desired size. Check out the numbers on the shoeboxes that dictate the order of the route.

Step 2: Pick your avatar from the image file provided to you, akin to the second page of this document. Cut them out along the dashed lines.

Step 3: Print the pages with the dilemma and *Oops!* cards. Cut them out along the dashed lines.

Step 4: Grab a dice and roll it. If you land on an odd number (1,3,5), you move up one shoebox, if you land on an even number (2,4,6), you move up two shoeboxes.

Roll the dice to move along the empathy route. Dilemmas are indicated by the lightning bolt symbol ⚡ while the tricky *Oops!* moments occur when you spot an *Oops!* sign on the shoeboxes. When you land on a box with a dilemma sign ⚡, you draw one dilemma card. If

your solution to the problem is correct, as indicated by the solution sheet, you can pat yourself on the back and stay on the box. However, if you answer incorrectly, you move down a box. Similarly, when you land on a box with the *Oops!* sign, you draw one card from the *Oops!* Empathy Killer deck and move down a box (unfortunately 😊). .

What's the Prize?

Were you expecting money? 🤔 The ultimate goal is to reach the peak of our shoebox-constructed empathy mountain where players will have cultivated the skills to transform conflict into healthy, respectful, and peaceful relationships ❤️

Our empathy route awaits your courage, curiosity, and humanity. Are you willing to embark on it?

Signed,
Your purr-fessional guide,
Con the cat

Dilemma Cards

DILEMMA CARD	
1	<p>Your new friend excitedly approaches you with an invitation to watch the Eurovision song contest together, but well, you hate this show. You are taken aback by this discovery, leaving you to question your ability to form meaningful friendships.</p> <p>How can you deal with this situation according to the NVC principles?</p> <p>A: You accept the invitation and gift your friend an album of '80s music. B: You take a deep breath and prepare yourself for a conversation that might end your friendship.</p>
DILEMMA CARD	
2	<p>You come from a land called Amzatnaf, where people are part of two distinct paths: Sun and Muse. You're part of the Muse and you wear amber to represent your traditions and values. The Sun people regard amber as a foreign spice that doesn't belong in Amzatnaf.</p> <p>Which action will help to foster the inclusion of both parties in the same land?</p> <p>A: Organize an event that fosters gathering and sharing of your origins. B: Stick to your roots and don't entertain what the Sun people say.</p>
DILEMMA CARD	
3	<p>You've repeatedly told your flatmate to put the lid of the toilet seat down after use. However, nothing changes, and you start to feel angry and consider moving to a different flat.</p> <p>What could you possibly do in this situation following the NVC principles?</p> <p>A: You clearly state your feelings and needs. B: You ask your flatmate to express their feelings and needs.</p>
DILEMMA CARD	
4	<p>In an unpleasant conversation with the Queen, you insult her by saying that she has more wrinkles than the crown had colonies.</p> <p>What could you say to remedy the situation?</p> <p>A: "I am sorry, Your Majesty, that you felt insulted, but I just said what was on my mind, for the sake of honesty". B: "I apologise for what I said, I must have hurt your feelings (...) I realised I was frustrated and needed to be heard".</p>

	DILEMMA CARD	
5	<p>You're at work, and your colleague criticizes your performance in front of everyone. You feel embarrassed and insecure.</p> <p>How can you respond according to NVC principles?</p> <p>A: Calmly request that the feedback be discussed in private, expressing your discomfort with public criticism.</p> <p>B: Acknowledge the feedback and share your feelings of embarrassment, inviting a constructive dialogue.</p>	
	DILEMMA CARD	
6	<p>You borrowed your sibling's favorite jacket and accidentally stained it. Now they're visibly upset.</p> <p>How can you handle this situation with compassion?</p> <p>A: Apologize sincerely, and propose ways to fix the situation, but also subtly remind them accidents happen.</p> <p>B: Focus on their feelings and ask how you can make it right, without offering a specific solution first.</p>	
	DILEMMA CARD	
7	<p>You're hosting a dinner, and a guest makes an offensive joke that leaves you feeling uncomfortable. Other guests seem unsure how to react.</p> <p>How can you respond to uphold NVC principles?</p> <p>A: Address the joke calmly in the moment, expressing that it made you uncomfortable and requesting more mindful humor.</p> <p>B: Let the moment pass and later approach the guest privately, explaining how their words affected the atmosphere and your feelings.</p>	
	DILEMMA CARD	
8	<p>You find out a colleague has been spreading false rumors about you at work. You feel anxious and upset.</p> <p>How do you address this situation using NVC?</p> <p>A: Confront them directly, asking for a private conversation to clarify any misunderstandings and express your feelings.</p> <p>B: Bring it up with a neutral third party (e.g., HR) to facilitate a resolution, ensuring your concerns are heard without escalating conflict.</p>	

DILEMMA CARD		
9	<p>Your best friend made a comment about someone you know. You think it was made out of context and nasty. You prefer to not say anything back, but silently judge your friend and start distancing yourself from them.</p> <p>How could NVC principles support you in transforming this conflict avoidance?</p> <p>A: By helping you identify the needs that were put at risk in this situation so that you can choose to communicate them.</p> <p>B: By helping you discover your feelings in that situation for which your friend is responsible.</p>	
DILEMMA CARD		
10	<p>You're at a party with your teammates celebrating a good result at a competition. You feel overwhelmed because there is pressure to agree with comments your teammates are making about the opponents, although you are annoyed with what they are saying.</p> <p>How could you express yourself honestly without making them defensive?</p> <p>A: You tell your teammates they are making judgments out of nothing and being unfair.</p> <p>B: You tell them that you are feeling uncomfortable with what is being said and you prefer to give your opinion about what your team did well to win the game.</p>	
DILEMMA CARD		
11	<p>You suspect that your curious sibling is reading your journal, where you note down your most profound feelings and thoughts.</p> <p>What will you do with this information that can assure peace?</p> <p>A: You hide the journal in a new place and decide to talk to your sibling later.</p> <p>B: You write a message to your sibling in the journal, letting them know you know about their reading so that they will feel ashamed.</p>	
DILEMMA CARD		
12	<p>You're upset with your friend because almost every time you arrange a meeting together, they arrive late, leaving you feeling irritated.</p> <p>What can you possibly do to ensure they value your time, and protect your friendship?</p>	

	<p>A: You express to your friend how you feel about them being late and emphasize how important it is for you to avoid situations that make you feel uncomfortable.</p> <p>B: You ask your friend to arrive on time for the next meeting and if they do not adhere to your request, you will walk away.</p>	
DILEMMA CARD		
13	<p>You find yourself in the middle of a discussion with your classmate about who truly deserved to win the European football championship. You disagree about which team played better in the final, and the conversation begins to escalate in tone and resentment.</p> <p>How would you deal with this situation in an NVC way?</p> <p>A: You decide to walk away from the situation to prevent the discussion from escalating further, choosing to end the conversation as you disagree.</p> <p>B: You let your classmate know that you don't want to continue the conversation at that moment but suggest revisiting the topic later, when both of you feel calmer and less upset with each other.</p>	
DILEMMA CARD		
14	<p>A cousin that you haven't seen for a long time is staying with you for a few days. As you spend some time together you can notice that something has changed in your relationship. You resent it but you don't know what to do and you are not sure how you feel and what you need.</p> <p>What would be the NVC approach to this intrapersonal conflict?</p> <p>A: It is better to avoid the conflict than to risk damaging what you have. While it doesn't address the underlying resentment and needs, it prevents the situation from escalating further by avoiding a potentially heated discussion.</p> <p>B: It is better to express your needs and ask for what you need. You don't know how your cousin will receive your message, but it might transform the conflict into a deeper connection.</p>	
DILEMMA CARD		
15	<p>You join a peaceful protest against police abuse of power after a recent incident in your town where a civilian, fleeing a police chase, died. The community is deeply divided, with public debate over whether the civilian was armed and posed a legitimate threat to justify the police's actions. Extreme political factions are intensifying tensions on both sides. While you firmly believe in non-violent action as a means of peacebuilding, you can't help but feel enraged and frustrated when encountering anti-protest supporters on the street, who deliberately provoke you, trying to incite an emotional reaction.</p> <p>What could help you to de-escalate your feelings and the situation peacefully?</p> <p>A: Recognize your emotions and surround yourself with people who are keeping the protest safe. If necessary, you leave the protest and move to a neutral space.</p>	

	B: You confront your opponents, expressing your thoughts on their ideals. You believe releasing your anger does less harm than suppressing it.	
DILEMMA CARD		
16	<p>You're walking home late at night with your housemate when a stranger suddenly shouts at your friend, accusing them of something wrong. Your housemate freezes, unable to react, while the stranger continues shouting and approaching.</p> <p>What could you do to de-escalate the situation?</p> <p>A: You ask the stranger to stay calm while ignoring all the accusations your housemate is receiving. Your focus is to avoid a fight and keep walking safely. B: You ask the shouting person to stay calm and ask what the problem is. Your focus is to avoid a fight and solve the conflict by talking about it in accordance with the NVC principles.</p>	
DILEMMA CARD		
17	<p>A friend is having a birthday party and has invited you. Your ex-partner will also be there and you're afraid that, if you meet, the atmosphere at the party will be awkward. You are indecisive about attending. You wish to attend but don't want to ruin your friend's day.</p> <p>What could help you solve this conflict considering the needs pointed out?</p> <p>A: You consider different scenarios and think of a plan that respects your needs and of the others involved. B: You decide not to go and tell your friend you have a last-minute family meeting, so that there is no chance of conflict.</p>	
DILEMMA CARD		
18	<p>You and your friends are organizing an awareness campaign calling on the national government for greater fairness in the housing market. The rising number of people living on the streets is undeniable, as is the growing trend of students dropping out of university due to the inability to afford rent.</p> <p>Which one of these is a suitable campaign slogan option, keeping the giraffe's language in mind?</p> <p>A: No human dignity without a safe place to live! Houses for the people! B: Your home is in prison, where criminals like you belong!</p>	
DILEMMA CARD		
19	<p>As you scroll through your Instagram feed, you feel unsettled reading a post from a relative implying that criminality in your region is increasing due to the migrant population. Unable to stay silent, you have a need to contribute by voicing your opinion and stepping in to moderate the comments section.</p> <p>What would be the giraffe's way of stepping into the conversation?</p>	

	<p>A: Based on the data presented, there is no evidence suggesting that the increase in criminality is caused by the rise in the migrant population. Correlation does not imply causation, and confusing the two is the root of prejudice and discrimination. Please be mindful of that.</p> <p>B: This is nonsense, and you should be ashamed of yourself. Please educate yourself!</p>	
DILEMMA CARD		
20	<p>You have asked your relatives not to speak about politics at the dinner table, but they don't seem to respect your request as the dinner goes by.</p> <p>What would be the best scenario to remedy this in an NVC way?</p> <p>A: You notice that you are upset and that your relatives don't care about how you feel.</p> <p>B: You attempt to reiterate your request, emphasizing why you made it in the first place and what your needs are at the moment.</p>	

Oops! Cards

Oops! EMPATHY KILLER	
1	Have I heard you say: “If you think that’s bad, wait until you listen to my story!” to a friend? ... well well, my fellow feline, you have just destroyed empathy. Move down 1 box
Oops! EMPATHY KILLER	
2	Have I heard you say: “No, you’re not ugly. You’re gorgeous” to your friend, who has just shared their unhappiness with their appearance and asked for your understanding. ... well, well, my fellow feline, it looks like you threw empathy off a cliff. Move down 1 box
Oops! EMPATHY KILLER	
3	Have I heard you say: “Oh, poor you! I’m so sorry” to a friend of yours while they shared their vulnerability? ... well, well, my fellow feline, you have just encountered an empathy killer! Move down 1 box
Oops! EMPATHY KILLER	
4	Have I heard you say: “Take a deep breath and smile” to your partner who just told you how upset they felt for failing an important exam? ... well, well, my fellow feline, it looks like you were caught knocking empathy out. Move down 1 box
Oops! EMPATHY KILLER	
5	Have I heard you say: “You’re the best!” to a friend of yours who is asking for feedback? ... well, well, my fellow feline, you just kept going while your empathy made a u-turn. Move down 1 box
Oops! EMPATHY KILLER	
6	Have I heard you say: "Don't worry, it's not a big deal." to a friend who is sharing their anxiety about a new job? ... well, well, my fellow feline, you've just dismissed their feelings. Move down 1 box
Oops! EMPATHY KILLER	
7	Have I heard you say: "At least you still have [something else]!" to someone grieving a loss? ... well, well, my fellow feline, it seems you've downplayed their pain. Move down 1 box
Oops! EMPATHY KILLER	

8	<p>Have I heard you say: "You should be grateful!" to someone expressing dissatisfaction with a situation? ... well, well, my fellow feline, you just derailed their need for empathy. Move down 1 box</p>
Oops! EMPATHY KILLER	
9	<p>Have I heard you say: "You're overthinking it." to a friend who's seeking reassurance? ... well, well, my fellow feline, you've just invalidated their concern. Move down 1 box</p>
Oops! EMPATHY KILLER	
10	<p>Have I heard you say: "That's nothing, you should hear what happened to me." when someone is confiding in you? ... well, well, my fellow feline, you just hijacked the conversation. Move down 1 box</p>
Oops! EMPATHY KILLER	
11	<p>Have I heard you say: "Why didn't you just do [this] instead?" when someone shared a challenging experience? ... well, well, my fellow feline, you've sprinkled in some unsolicited advice. Move down 1 box</p>
Oops! EMPATHY KILLER	
12	<p>Have I heard you say: "It could be worse." to someone who's venting about their struggles? ... well, well, my fellow feline, you've minimized their feelings. Move down 1 box</p>
Oops! EMPATHY KILLER	
13	<p>Have I heard you say: "There's no need to cry about it." to someone who is visibly upset? ... well, well, my fellow feline, you've discouraged emotional expression. Move down 1 box</p>
Oops! EMPATHY KILLER	
14	<p>Have I heard you say: "It's all in your head." when someone shares their worries or fears? ... well, well, my fellow feline, you've trivialized their reality. Move down 1 box</p>
Oops! EMPATHY KILLER	
15	<p>Have I heard you say: "Just don't think about it." to someone struggling with intrusive thoughts? ... well, well, my fellow feline, you've oversimplified a complex experience. Move down 1 box</p>

<i>Oops! EMPATHY KILLER</i>	
16	<p>Have I heard you say: “Forgot it, you are just angry because you didn’t win it all this time” to your friend who is clearly upset with the present situation? ... well, well, my fellow feline, you risked having lost the point of this conversation. Move down 1 box</p>
<i>Oops! EMPATHY KILLER</i>	
17	<p>Have I heard you say: “But why did you go there at all? Are you nuts!?” to a friend of yours that just shared how regretful they feel with a past decision. ... well, well, my fellow feline, I hope you have a tissue box with you because someone is about to cry in despair. Move down 1 box</p>
<i>Oops! EMPATHY KILLER</i>	
18	<p>Have I heard you say: “I’m sure they didn’t mean it that way. You’re simply making it up” to your relative that is feeling out of place with school classmates? ... well, well, my fellow feline, prepare to call the emergency line because someone is about to get hurt. Move down 1 box</p>
<i>Oops! EMPATHY KILLER</i>	
19	<p>Have I heard you say: “Next time, you’ll do better. Let’s have an ice cream and talk about something else. I have some juicy gossip to share with you!” to your cousin, who feels demoralized after receiving crushing feedback on a school presentation? ... well, well, my fellow feline, while your ice cream might be wonderful, your empathy melted right away. Move down 1 box</p>
<i>Oops! EMPATHY KILLER</i>	
20	<p>Have I heard you say: “Keep talking, I am just replying to a friend’s text, but I am listening to you” to your friend who is visibly heartbroken after arguing with their lover? ... well, well, my fellow feline, you might be surprised by who you won’t see when you take your eyes off your phone. Move down 1 box</p>

Dilemma Solutions

*To be used by the NVC facilitator or group leader

DILEMMA CARD	
1	<p>Your new friend excitedly approaches you with an invitation to watch the Eurovision song contest together, but well, you hate this show. You are taken aback by this discovery, leaving you to question your ability to form meaningful friendships.</p> <p>How can you deal with this situation according to the NVC principles?</p> <p>A: You accept the invitation and gift your friend an album of '80s music. B: You take a deep breath and prepare yourself for a conversation that might end your friendship.</p> <p>Con's solution: Option B <i>Peacebuilding is a tough route, and sometimes difficult conversations are part of the deal. Option A is an example of covert communication, a seed for misunderstanding and violence.</i></p>
DILEMMA CARD	
2	<p>You come from a land called Amzatnaf, where people are part of two distinct paths: Sun and Muse. You're part of the Muse and you wear amber to represent your traditions and values. The Sun people regard amber as a foreign spice that doesn't belong in Amzatnaf.</p> <p>Which action will help to foster the inclusion of both parties in the same land?</p> <p>A: Organize an event that fosters gathering and sharing of your origins. B: Stick to your roots and don't entertain what the Sun people say.</p> <p>Con's solution: Option A <i>That people talk anyway is a human fact, but inclusion starts with knowing your story and history so that you can also recognise and respect the other person's story.</i></p>
DILEMMA CARD	
3	<p>You've repeatedly told your flatmate to put the lid of the toilet seat down after use. However, nothing changes, and you start to feel angry and consider moving to a different flat.</p> <p>What could you possibly do in this situation following the NVC principles?</p> <p>A: You clearly state your feelings and needs. B: You ask your flatmate to express their feelings and needs.</p>

	<p>Con's solution: Both options (A and B) <i>If both options A and B are selected, with the explanation that they are complementary, players get the right to roll the dice once again. Congratulate the players for thinking outside of the shoebox.</i> <i>If only one option is chosen, A or B, the players stay in the current shoebox but do not roll the dice a second time in the same turn.</i></p>	
DILEMMA CARD		
4	<p>In an unpleasant conversation with the Queen, you insult her by saying that she has more wrinkles than the crown had colonies.</p> <p>What could you say to remedy the situation?</p> <p>A: "I am sorry, Your Majesty, that you felt insulted, but I just said what was on my mind, for the sake of honesty". B: "I apologise for what I said, I must have hurt your feelings (...) I realised I was frustrated and needed to be heard".</p> <p>Con's solution: Option B <i>Non-violent communication is not about brutal honesty or simply voicing out your feelings. Peacebuilding is possible when you communicate your needs and feelings without jumping to assumptions about the other person or being judgmental.</i></p>	
DILEMMA CARD		
5	<p>You're at work, and your colleague criticizes your performance in front of everyone. You feel embarrassed and insecure.</p> <p>How can you respond according to NVC principles?</p> <p>A: Calmly request that the feedback be discussed in private, expressing your discomfort with public criticism. B: Acknowledge the feedback and share your feelings of embarrassment, inviting a constructive dialogue.</p> <p>Con's solution: Both options are correct (A or B) <i>Both options are valid. With option A you are making a request based on your needs. Option B avoids escalating the situation by accusing others. Instead, it focuses on expressing how you feel, encouraging dialogue and understanding.</i></p>	
DILEMMA CARD		
6	<p>You borrowed your sibling's favorite jacket and accidentally stained it. Now they're visibly upset.</p> <p>How can you handle this situation with compassion?</p>	

	<p>A: Apologize sincerely, and propose ways to fix the situation, but also subtly remind them accidents happen.</p> <p>B: Focus on their feelings and ask how you can make it right, without offering a specific solution first.</p> <p>Con's solution: Option B <i>Adding that accidents happen after apologizing for something caused by your actions serves no purpose and is likely to make the other person even angrier. Instead, acknowledging their frustration and showing a willingness to find a solution will do far more to improve the situation.</i></p>	
DILEMMA CARD		
7	<p>You're hosting a dinner, and a guest makes an offensive joke that leaves you feeling uncomfortable. Other guests seem unsure how to react.</p> <p>How can you respond to uphold NVC principles?</p> <p>A: Address the joke calmly in the moment, expressing that it made you uncomfortable and requesting more mindful humor.</p> <p>B: Let the moment pass and later approach the guest privately, explaining how their words affected the atmosphere and your feelings.</p> <p>Con's solution: Both options are correct (A or B) <i>Both options are valid. With option A you are making a needs-based request. With option B you avoid escalating the situation by confronting the guest in front of everyone and protecting empathy.</i></p>	
DILEMMA CARD		
8	<p>You find out a colleague has been spreading false rumors about you at work. You feel anxious and upset.</p> <p>How do you address this situation using NVC?</p> <p>A: Confront them directly, asking for a private conversation to clarify any misunderstandings and express your feelings.</p> <p>B: Bring it up with a neutral third party (e.g., HR) to facilitate a resolution, ensuring your concerns are heard without escalating conflict.</p> <p>Con's solution: Option B <i>Although option A is NVC-inspired, it has no clear route for peacebuilding. A confrontation based on feelings misses needs identification and clear request. Adding a neutral party might be necessary for safe and clear communication when the situation becomes too complex and emotionally driven.</i></p>	
DILEMMA CARD		
9	<p>Your best friend made a comment about someone you know. You think it was made out of context and nasty. You prefer to not say anything back, but silently judge your friend and start distancing yourself from them.</p>	

	<p>How could NVC principles support you in transforming this conflict avoidance?</p> <p>A: By helping you identify the needs that were put at risk in this situation so that you can choose to communicate them.</p> <p>B: By helping you discover your feelings in that situation for which your friend is responsible.</p> <p>Con's solution: Option A <i>Option A is focused on understanding yourself given the situation and taking responsibility for what you can do at present. Option B places the responsibility for your feelings on the other person, which is not the giraffe way of thinking.</i></p>	
DILEMMA CARD		
10	<p>You're at a party with your teammates celebrating a good result at a competition. You feel overwhelmed because there is pressure to agree with comments your teammates are making about the opponents, although you are annoyed with what they are saying.</p> <p>How could you express yourself honestly without making them defensive?</p> <p>A: You tell your teammates they are making judgments out of nothing and being unfair.</p> <p>B: You tell them that you are feeling uncomfortable with what is being said and you prefer to give your opinion about what your team did well to win the game.</p> <p>Con's solution: Option B <i>Option B centers on expressing your feelings about the situation and making a clear request to the group, whereas Option A involves judging a judgment, which could make your teammates defensive.</i></p>	
DILEMMA CARD		
11	<p>You suspect that your curious sibling is reading your journal, where you note down your most profound feelings and thoughts.</p> <p>What will you do with this information that can assure peace?</p> <p>A: You hide the journal in a new place and decide to talk to your sibling later.</p> <p>B: You write a message to your sibling in the journal, letting them know you know about their reading so that they will feel ashamed.</p> <p>Con's solution: Option A <i>Option B could be a funny way to deal with the situation, but shame may perpetuate anger. Option A is a more peaceful option as it gives you time to cool off given you took action to protect your privacy by moving your diary to a new place.</i></p>	

DILEMMA CARD	
12	<p>You're upset with your friend because almost every time you arrange a meeting together, they arrive late, leaving you feeling irritated.</p> <p>What can you possibly do to ensure they value your time, and protect your friendship?</p> <p>A: You express to your friend how you feel about them being late and emphasize how important it is for you to avoid situations that make you feel uncomfortable. B: You ask your friend to arrive on time for the next meeting and if they do not adhere to your request, you will walk away.</p> <p>Con's solution: Option A <i>In Option A, you clearly communicate to your friend what matters to you and your expectations when agreeing on a meeting. While Option B is also a request, it relies on a threat, and threats tend to undermine empathy.</i></p>
DILEMMA CARD	
13	<p>You find yourself in the middle of a discussion with your classmate about who truly deserved to win the European football championship. You disagree about which team played better in the final, and the conversation begins to escalate in tone and resentment.</p> <p>How would you deal with this situation in an NVC way?</p> <p>A: You decide to walk away from the situation to prevent the discussion from escalating further, choosing to end the conversation as you disagree. B: You let your classmate know that you don't want to continue the conversation at that moment but suggest revisiting the topic later, when both of you feel calmer and less upset with each other.</p> <p>Con's solution: Option B <i>Although leaving out a situation can be an effective way to avoid conflict escalation, reacting as in option B allows you to recognize and respect your feelings, be empathetic with others, and express the conditions you need for a good discussion.</i></p>
DILEMMA CARD	
14	<p>A cousin that you haven't seen for a long time is staying with you for a few days. As you spend some time together you can notice that something has changed in your relationship. You resent it but you don't know what to do and you are not sure how you feel and what you need.</p> <p>What would be the NVC approach to this intrapersonal conflict?</p> <p>A: It is better to avoid the conflict than to risk damaging what you have. While it doesn't address the underlying resentment and needs, it prevents the situation from escalating further by avoiding a potentially heated discussion.</p>

	<p>B: It is better to express your needs and ask for what you need. You don't know how your cousin will receive your message, but it might transform the conflict into a deeper connection.</p> <p>Con's solution: Option B <i>Although life situations are complex and rarely have straightforward solutions, option B aligns more closely with NVC principles and peacebuilding aspirations. An avoided conflict remains a conflict.</i></p>	
DILEMMA CARD		
15	<p>You join a peaceful protest against police abuse of power after a recent incident in your town where a civilian, fleeing a police chase, died. The community is deeply divided, with public debate over whether the civilian was armed and posed a legitimate threat to justify the police's actions. Extreme political factions are intensifying tensions on both sides. While you firmly believe in non-violent action as a means of peacebuilding, you can't help but feel enraged and frustrated when encountering anti-protest supporters on the street, who deliberately provoke you, trying to incite an emotional reaction.</p> <p>What could help you to de-escalate your feelings and the situation peacefully?</p> <p>A: Recognize your emotions and surround yourself with people who are keeping the protest safe. If necessary, you leave the protest and move to a neutral space. B: You confront your opponents, expressing your thoughts on their ideals. You believe releasing your anger does less harm than suppressing it.</p> <p>Con's solution: Option A <i>While bottling up your emotions isn't healthy in the long term, scenario A is a better choice for de-escalating the conflict. Confronting your opponents in such a moment will only escalate the situation and increase the risk of violence.</i></p>	
DILEMMA CARD		
16	<p>You're walking home late at night with your housemate when a stranger suddenly shouts at your friend, accusing them of something wrong. Your housemate freezes, unable to react, while the stranger continues shouting and approaching.</p> <p>What could you do to de-escalate the situation?</p> <p>A: You ask the stranger to stay calm while ignoring all the accusations your housemate is receiving. Your focus is to avoid a fight and keep walking safely. B: You ask the shouting person to stay calm and ask what the problem is. Your focus is to avoid a fight and solve the conflict by talking about it in accordance with the NVC principles.</p> <p>Con's solution: Option A <i>Although option B aligns more closely with NVC principles for conflict transformation, it's impossible to have a productive conversation with someone shouting at us. Option A prioritizes physical safety while making a clear request for the person to calm down.</i></p>	

DILEMMA CARD	
17	<p>A friend is having a birthday party and has invited you. Your ex-partner will also be there and you're afraid that, if you meet, the atmosphere at the party will be awkward. You are indecisive about attending. You wish to attend but don't want to ruin your friend's day.</p> <p>What could help you solve this conflict considering the needs pointed out?</p> <p>A: You consider different scenarios and think of a plan that respects your needs and of the others involved.</p> <p>B: You decide not to go and tell your friend you have a last-minute family meeting, so that there is no chance of conflict.</p> <p>Con's solution: Option A <i>Last-minute meetings have happened to all of us, but option A better respects your feelings and needs, even if your final decision is to miss the party.</i></p>
DILEMMA CARD	
18	<p>You and your friends are organizing an awareness campaign calling on the national government for greater fairness in the housing market. The rising number of people living on the streets is undeniable, as is the growing trend of students dropping out of university due to the inability to afford rent.</p> <p>Which one of these is a suitable campaign slogan option, keeping the giraffe's language in mind?</p> <p>A: No human dignity without a safe place to live! Houses for the people!</p> <p>B: Your home is in prison, where criminals like you belong!</p> <p>Con's solution: Option A <i>Slogan A is the most giraffe-like option, focusing on needs and requests. Slogan B consists of accusations and leaves no room for dialogue.</i></p>
DILEMMA CARD	
19	<p>As you scroll through your Instagram feed, you feel unsettled reading a post from a relative implying that criminality in your region is increasing due to the migrant population. Unable to stay silent, you have a need to contribute by voicing your opinion and stepping in to moderate the comments section.</p> <p>What would be the giraffe's way of stepping into the conversation?</p> <p>A: Based on the data presented, there is no evidence suggesting that the increase in criminality is caused by the rise in the migrant population. Correlation does not imply causation, and confusing the two is the root of prejudice and discrimination. Please be mindful of that.</p> <p>B: This is nonsense, and you should be ashamed of yourself. Please educate yourself!</p>

	<p>Con's solution: Option A <i>Scenario A is the correct option as it makes the distinction between an observation and a judgment.</i></p>	
DILEMMA CARD		
20	<p>You have asked your relatives not to speak about politics at the dinner table, but they don't seem to respect your request as the dinner goes by.</p> <p>What would be the best scenario to remedy this in an NVC way?</p> <p>A: You notice that you are upset and that your relatives don't care about how you feel.</p> <p>B: You attempt to reiterate your request, emphasizing why you made it in the first place and what your needs are at the moment.</p> <p>Con's solution: Option B <i>While you've made your request clear, your relatives may have missed your intention. Adding your needs could help others better understand your request and increase empathy. Concluding that your relatives don't care about your feelings is a judgment, not an observation.</i></p>	

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