

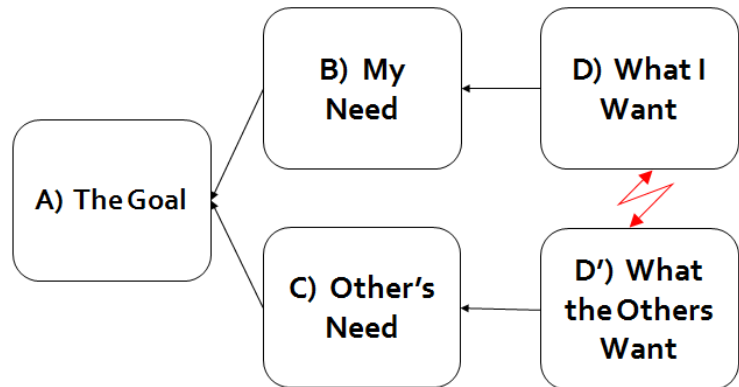


Evaporating Cloud (EC) – Conflict Resolution

What is the EC? The Theory of Constraints thinking process tool summarizing the root cause dilemma responsible for maintaining the existence of undesirable effects and/or conflicts.

Building the Cloud:

- Start with D and D', then B and C, then A
- The Goal (A) or common objective can only be achieved if both needs are met.
- If the conflict is between 2 parties and these parties don't have a common objective – this conflict cannot be resolved.
- The NEEDS (B and C) are NOT in conflict, only the actions (D and D').
- You can check your cloud by making sure that doing D' puts B in jeopardy and that doing D puts C in jeopardy.



Reading the Cloud:

- In order to do A I/we must do B. In order to do B I/we must do D.
- At the same time, in order to do A I/we must do C. In C I/we must do D'.

Raising Assumptions:

- In Order to ... I must..... because..... (do this at a minimum between B – D and C - D')
- D and D' can't both be done because..... (do this between D - D')

Common Usage:

- Day-to-day conflict, mentoring others on conflicting SOP's, Negotiation Skills, Personal Conflict, Chronic Conflict, Customer Dilemmas, Interdepartmental conflict.

Navigation Tool:

- Necessity Logic (In order to... I must.....)

Notes:

- Compromise is not an acceptable solution. Both needs should be met.
- The EC value is in exploring the hidden assumptions within the connecting arrows. Connections A-B and A-C contain foundational assumptions – proceed with caution.