

Best Conflict Conversation Cards

Your Quick Start Guide

"Evidence-based, practical skills that cultivate positive relationships at work and in life." Ash Gillis, PhD, social psychologist

You have 50 cards in your hands. 30 Practice Cards that teach real conversation skills. 20 Story Cards that build connection and understanding. Together, they help you have the conversations that matter most - at work, at home, and everywhere in between.

These aren't scripts. They're skills. The goal is to practice them until they become your natural response. Here's how to get started.

On Your Own

Start with one Skill Card. Pick one that catches your eye. Practice it for several days - even a full week - before adding another. You're not cramming for a test. You're building a toolkit. When the first skill starts to feel natural, add the next one.

Keep a card visible. Put one on your desk, your dashboard, your bathroom mirror. Read it each morning. Notice what shifts during your day. That's the practice working.

Use the Story Cards for reflection. Draw one and sit with the question. Think about your own experiences - your triggers, your stress responses, your default moves in conflict. That self-awareness is where real growth starts.

At Home with Family and Friends

Draw a Story Card at dinner. Read it out loud and let everyone respond. These cards start conversations families don't normally have - not because the topics are hard, but because nobody thinks to ask. You'll learn things about the people you love that surprise you.

Great for road trips, holidays, and family gatherings. Anywhere people are together and have time to talk. The Story Cards create connection. The Skill Cards give everyone shared language for when things get tense — and they sometimes do, because that's family.

"I adore these. I'm giving a deck to my sister-in-law for Christmas and am thinking of asking the family if they'd go through some of these cards together. I think it would be a fascinating and extremely productive conversation." Melinda Burrell, PhD

Before Difficult Conversations

Use Story Cards to bring people together first. Before you get into the hard stuff, draw a Story Card and let people share. It shifts the dynamic. People who've just listened to each other's stories approach disagreement differently than people who walk in cold.

Pull 2-3 Skill Cards to prepare. Heading into a tough conversation? Review the cards on finding common ground, reframing, or listening. Go in with a plan, not just hope.

"I used the Best Conversation Cards during a brand strategy workshop and they were incredibly effective. The group wasn't aligned. I brought out the cards to shift the dynamic - and almost immediately, they opened the dialogue in a way that felt safe, structured, and honest. The result was a team that left with shared language, clarity, and forward momentum." Murphy Funkhouser, Brand Strategist, BrandStage Consulting

With Your Team at Work

Open a team meeting with a Story Card. Takes 10 minutes. Draw a card, read it aloud, give everyone a moment to think, then go around. You'll build more trust in 10 minutes of real conversation than in months of surface-level check-ins.

Practice one Skill Card as a team for a week. Pick a skill - say, "Reframe for Solutions" - and make it your team's focus for the week. Talk about it at the next meeting. What did people try? What worked? What felt awkward? That's team building that actually sticks.

Use them for on-boarding, retreats, and leadership development. New team members learn how the team communicates. Retreats get past icebreakers and into real conversation. Leaders build the skills to handle conflict before it escalates.

"These cards are wonderful, especially in schools, teams, and workplaces, where they offer an easy way of encouraging self-reflection, feedback, dialogue, and skill building, all grounded in a deep understanding of the sources of conflict and a wide range of methods for resolving it." Ken Cloke

For Coaches, Facilitators, and HR Professionals

In coaching sessions. Use a Story Card to open, a Skill Card to teach, and the reflection questions as homework between sessions. The cards give your clients structure to practice between meetings — which is where real change happens.

In trainings and workshops. Pair Story Cards with Practice Cards on the same theme for a 90-minute session that blends personal reflection with skill building. Your deck includes a team instruction card with guidelines for setting up group conversations.

Keep Going

See the cards in action: Join the next Cards on the Table live session. Don't have a deck yet? Order at bestconflictsolutions.com Want deeper support? We offer coaching, mediation, training, and systems design.

Volume pricing is available for coaches, trainers, and organizations ordering 5 or more decks. Visit bestconflictsolutions.com or reach out directly.

bestconflictsolutions.com | kim@bestconflictsolutions.com

Created by Kimberly Best, RN, MA | Owner, Best Conflict Solutions, LLC | Court-listed mediator (MO & TN) | FINRA Arbitrator | Conflict Management | Training
