

Dealing with Conflict

Prepare.



Think about:

- Emotions on both sides
- Content, Pattern, Relationship

State the problem as concretely and neutrally as possible.



In one or two sentences, describe the situation without judgment.

Focus on how the problem affects shared goals.



Think about the primary goals in your workplace and how this situation affects them.

Talk about ground rules.



Considering your history with the other person, talk about ground rules you both need in order to have a productive conversation.

Communicate concerns.



Explain your perspective on the situation, acknowledging that the other person may see things differently. Share themes and examples. Separate intent from impact.

Actively listen.



Encourage the other person to talk. Ask open-ended questions. Reflect the emotions the other person is expressing. Summarize what you have heard.

Brainstorm options.



This is an opportunity for creativity! Come up with as many ideas as possible to solve the problem.

Develop a solution.



Evaluate the brainstormed options and choose the ideas that work best for both of you.

Follow up.



Decide what time frame makes sense to check in to see how the solution is working. Revise the solution as needed.