

Effective Conflict Resolution



At a Glance

Building Positive Energy

- Have a good attitude. The preparation steps we discussed earlier should help you identify the positive things that will come out of this conflict. Try to focus on these things instead of the negative aspects of the conflict.
- Frame things positively.
- Create actionable items.
- Try to keep emotions out of your statements. State feelings and opinions in as objective a manner as possible. Label your thoughts as thoughts by starting sentences with, “I think...”
- Take a break when you need it.
- If you say, “I see where you’re coming from,” make sure you mean it. If you can’t see where they are coming from, ask them to tell you more. Often, sharing information can break down even the toughest person’s defenses.
- Invite the other person to step into your shoes. Tell them a story, outline consequences, and explain how you feel in an objective manner. Share as much information as you can.

Fishbone Diagram

1. To start, draw a horizontal arrow pointing to the right on a large sheet of paper. At the end of the arrow, write down the problem.
2. Now, work together to list possible causes. Group these causes. Draw a line pointing to the large arrow for each cause and write the cause at the top.
3. Now, write each cause on a line pointing to the group arrow. (Sticky notes work well for this.)
4. Now the people in the conflict have a clear map of what is happening.





The Agreement Frame takes one of three forms:

- I appreciate, and...
- I respect, and...
- I agree, and...

Agreement Frame

PERSON A	PERSON B
The best way to resolve this conflict is for you to resign your position immediately.	I respect your opinion, and I think that there might be some other viable options.
What options were you considering?	I think that if I issued an apology to the team for the misunderstanding, we would be on our way to resolving the conflict.
I think that option is too low-key for this situation.	I agree that it might not be a strong enough statement, and I may need to have team meetings to address the underlying issues.