

Conflict in the Workplace?

7 Steps to Resolve It

1. Start with the Heart:

Focus on constructive goals, like understanding, authenticity, and connection, instead of just proving a point.



2. Master Your Story:

Base your conversation on facts, not judgments. Replace accusations with specific, factual observations.

3. Learn to Look:

Assess your own role in the issue. Consider how you might be contributing to the problem and how you can help solve it.



4. Make it Safe:

Ensure the conversation remains safe by staying fully engaged and avoiding accusatory language like “You always” or “You never.”

5. State Your Path:

Promote a culture that encourages asking for help. Clearly express your needs, and seek assistance to find solutions.



6. Explore the Other’s Path:

Actively listen to understand the other person’s perspective, which helps in guiding the conversation constructively.

7. Move to Action:

Decide on actionable steps together and establish how you will implement and follow through with these actions.

