



Conflict Resolution Model

Name:

Date:

When having conflict with someone, it helps to follow a simple process to resolve the conflict. This six step method will help you address the situation in either your personal or business life. Examples of what each step might sound like are on page two.

Make sure that you let the person know that you are upset and have some concerns. You would like to share with them as well as have them share with you their thoughts and feelings. It is important to do this in private instead of where a number of other people are around and may hear what is happening and re-characterize it later or the other party may feel on stage or “set up”.

Either you or the other person can start the process. In general, it is best to have the one that is most upset to talk first unless they are only able to emote, say things that should not be said or are not able to control themselves. If that is the case, it may be better to postpone the discussion and have each party write down their thoughts with the structure below to clarify their thoughts and feelings.

Situation:

SMAART Goal:

First Person

- The Specific Facts are:
- My Judgment is (I think, my opinion is, therefore I believe):
- This Makes Me Feel (sad, angry, scared, ashamed, happy, excited, tender, numb, overwhelmed):
- And I Specifically Want This Action:

Second Person

- Reflect Back to make sure you understand and heard what they said from their perspective:
- Is There More? (and then just listen), exhausting all possible other unknown information:



Example: The Conflict Resolution Model

First Person:

- **The Specific Facts are:**
 - *We agreed you would get me the information by Monday morning.*
 - *The project had to be done, presented and signed off on by Friday.*
 - *You said you would tell me if you had a problem with this.*
 - *We would let each other know as soon as a potential problem occurred.*
 - *The client was upset about the proposal.*
- **My Judgment is** (I think, my opinion is, therefore I believe):
 - *You must have said something bad about me to Tom.*
 - *You think I am an idiot.*
 - *We would always be fully open with each other.*
 - *Jerry must have been angry about the results.*
 - *You did not care about me or the team.*
- **This Makes Me Feel** (sad, angry, scared, ashamed, happy, excited, tender, numb, overwhelmed):
 - *I am embarrassed and upset.*
 - *It is disgusting and irritating what you did.*
 - *That is a betrayal of trust.*
 - *I am angry.*
 - *It was very exciting for me.*
- **And I Specifically Want This Action:**
 - *Next time you will call me as soon as a problem occurs.*
 - *You will ask for my help when something begins to not feel right.*
 - *We will work as a team by meeting every morning for 6 minutes.*
 - *Every Thursday you give me a list of open items and 3 options to solve each one and then we will discuss every Friday morning at 9am.*
 - *Leave me a voicemail whenever this happens again.*
 - *Next time you work on a project, involve the entire team at least 3 times before the end and finish it early enough for you and I to review it.*
 - *Have clear expectations set in writing ahead of time. If you feel the expectations are unrealistic, then say something and have the discussion before starting, not after the fact.*

Second Person:

- **Reflect Back to make sure you understand and heard what they said from their perspective:**
 - *I understand that you are to have that information by Monday mornings.*
 - *What is the latest you can receive it by and still make your obligations?*
 - *I understand this makes you upset.*
 - *I realize you feel that I mentioned something to Tom. I do not believe I did, if information is confidential or should not be informed to others, please ensure that you indicate that to me so that this will not occur in the future.*
- **Is There More?** (and then just listen), **exhausting all possible other unknown information:**
 - *Is there something else I should be doing to assist you to ensure your obligations are met?*
 - *How can we prevent this in the future?*
 - *Is there anything else that is bothering you or may come up as an issue down the road regarding this?*