

Conflict Resolution Training

6 STEP CONVERSATION

Address issues in 6 proven steps

FOCUSED CONVERSATIONS

Keep Blamers and Subject-
Changers Focused

K F D

Proactive Conversation Prep

WHEN PEOPLE PUSH BACK

They don't trust you

They fear something

They see you as a threat to getting what they want

In problem situations, the issue isn't the issue.

_____ becomes the issue

K F D

3 preparations You Need to make Before Talking to An Employee about an Issue

KNOW

FEEL

DO

6 STEPS TO ADDRESSING ISSUES

ADAPT TO APPLY IN CONVERSATIONS

- 1. DESCRIBE THE PROBLEM AND YOUR EXPECTATIONS**
- 2. GET AGREEMENT THAT THE PROBLEM EXISTS**
- 3. PAUSE TO LET THE PERSON RESPOND**
- 4. DISCUSS SOLUTIONS**
- 5. CREATE A (PERFORMANCE) PLAN**
- 6. FOLLOW-UP**

6 STEPS TO ADDRESSING ISSUES NOTES SPACE

ADOPT & APPLY

MAKE NOTES ON HOW YOU'LL ADOPT AND APPLY WHAT YOU'VE LEARNED SO FAR.

VALIDATION & LABELING HELP REMOVE RESISTANCE

VALIDATE BY ECHOING BACK THE PERSON'S LAST 3 WORDS

LABEL THE PERSON'S REACTION:

“IT SEEMS LIKE...”

“IT SOUNDS LIKE...”

“IT LOOKS LIKE...”

TIP: AVOID HOW, WHY, AND WHAT QUESTIONS AT THIS POINT BECAUSE THEY MAKE EMPLOYEES FEEL ATTACKED

Keeping subject-changers focused

REDIRECT SUBJECT-CHANGERS BACK TO FOCUS:

“HOW DOES THIS RELATE TO YOUR PERFORMANCE?”

“I RESPECT THE FACT THAT WE DISAGREE ON THE MEANING OF THE WORD “ABRASIVE.”

“HOW CAN I HELP YOU GET THIS ROADBLOCK REMOVED?”

“WHAT SEEMS TO BE THE DIFFICULTY HERE?”

“I’M SURE THIS IS NOT HOW IT SEEMS TO YOU, BUT I NEED YOU TO SEE____.”

“THIS IS ABOUT YOU AND YOUR____.”

Keeping subject-changers focused

Redirect subject-changers back to focus:

“How does this relate to your performance?”

“I respect the fact that we disagree on the meaning of the word “abrasive.”

“How can I help you get this roadblock removed?”

“What seems to be the difficulty here?”

“I’m sure this is not how it seems to you, but I need you to see_____.”

“This is about you and your_____.”

Guiding conversations forward

(EVEN IF YOU DON'T HAVE THE ANSWERS)

HERE'S WHAT WE KNOW

HERE'S WHAT WE'VE DONE

HERE'S WHAT'S NEXT

NOTES

Hot Stove Approach

Created by Professor Douglas McGregor

Remove Resistance and Be Fair

Your feedback must be:

Foreseeable

Immediate

Consistent

Impersonal

MOKITAS

LIST YOUR MOKITAS HERE:

HOW WILL YOU REMOVE YOUR MOKITAS?

Setting a SMART Goal for Resolving Conflict

Specific

The technique I will try next week:

The type of challenge I will focus on for this commitment:

Measurable

Ways to measure results and maintain accountability:

Attainable

Situations in which I will apply this technique:

Relevant

How results of this commitment relate my performance goals:

Time Phased

The first action I will take and when I will take it:

NOTES NOTES NOTES