Conflict Resolution Training

6 STEP CONVERSATION
Address issues in 6 proven steps

FOCUSED CONVERSATIONS
Keep Blamers and Subject-Changers Focused

KFD
Proactive Conversation Prep

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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

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_____.”
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
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: