



CONFLICT INTERACTION PREPARATION

Whenever you are confronted with conflict in the workplace, it is very important to acknowledge the emotions, but don't jump to conclusions. Instead, practice reflective listening, paraphrase, and then ask problem-solving questions before stating your point of view. You will find that flipping the conflict into problem solving will give you more positive outcomes every time.

To assist in planning for this conversation, we created the following Conflict Interaction worksheet. This tool will help you to open the discussion and understand the person's point of view and perspectives.

The worksheet is structured to help you to:

- Recognize the person's emotions and state of mind without jumping to conclusions
- To truly listen to what is said *and what is not said*, and to
- "Flip the pancake" by engaging the person in a problem solving discussion

In short, you will listen first, talk second, and then together agree on what needs to be done next. For more information about conflict management, read our recent article "[Flipping the Pancake: Converting Conflict into Problem Solving.](#)"

1. Focus Discussion

What will you say to briefly bring up the topic? Your opening statement should be positive and forward looking such as how you're interested in hearing his or her perspective on the topic. Let the person know you plan to listen first and then to share your perspective. Do not begin by telling the person what he or she has done wrong!



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4. Specify Actions

Explore alternatives; get the individual involved with developing the action plan and follow-up plan

a) What do you plan to say to clarify who will do what by when?

b) How will you follow up and what will you say to end the discussion on a positive note?
