

# Conflict Resolution Framework

Scenario:



## 1. Speaking

Step	Statement starter	Description
Ask permission	Could I share something difficult with you?	Before sharing, ask permission to discuss a difficult topic.
"I" Statement	I feel ...	Name the emotion, for example: uncomfortable
Name the trigger	... when ...	what occurred to trigger this conversation?
State why	... because	The reason you feel the emotion when the trigger occurs



## 2. Listening

**Important:** It is natural to feel defensive after receiving feedback. Take a deep breath. Resist the urge to respond until you have calmed down.

Step	Statement starter	Description
<b>Thank you</b>	Thank you for sharing this with me.	Thank them for broaching the topic
<b>Be Curious</b>	I wonder ...	Ask clarifying questions
<b>Summarize</b>	I heard ... did I get that right?	<ul style="list-style-type: none"> <li>• Confirm you understand their experience</li> <li>• Continue until the speaker is satisfied</li> </ul>



### 3. Resolving

#	Step	Statement starter	Description
1.	<b>Explore options</b>	What if we tried ...	<ul style="list-style-type: none"><li>• Come up with at least three ideas you could try.</li><li>• Each party suggests at least one</li></ul>
2.	<b>Pick an idea to try</b>	Which one(s) should we try?	Narrow your list to 1-2 things to try
3	<b>Decide when to check in</b>	When should we check in?	Pick a time in the near future to review how the idea is working



### 4. Checking In

#	Step	Statement Starter	Description
1	What Worked?	I liked ...	What went well?
2	What didn't work?	I would have preferred ...	What didn't go so well?
3	What should we try next?	What if we tried ...	Changes and/or new ideas
4	Decide when to check in		Pick a time in the near future to review how the idea is working