

Charmaine Hammond's

5 Steps To Resolving Workplace Conflict





The 5 Steps to Resolve Conflicts:

1. Prepare

Preparation greatly increases the potential for a successful and respectful conversation.

Remove assumptions. Think in advance about what you need to share in the conversation and how you can frame this in a way that it lands well for the other person. Ensure your statements and questions advance the conversation, not hinder it. Write down what you want to say or ask and practice this in front of a mirror a number of times –this helps reduce emotions and blame and increases your confidence, credibility and clarity.

2. Agenda

Create the agenda (the topics that you will discuss or that need resolution). Ensure the other party is prepared to discuss the topics outlined. If there is more than one issue, prioritize the agenda items. Ensure you have agreement on the agenda before moving forward. Outline the courtesies for the meeting where applicable (e.g. Refrain from interrupting and set another meeting if needed, confidentiality).

3. Dialogue & Explore Interests

This is where understanding is built, assumptions are clarified and underlying interests (which drive the conflict) are uncovered. Each person shares their perspective on the issue. Ensure you do not jump to solutions too soon. Allow time for the conversation. Ask open ended questions. Listen for common ground. It is the common ground that will help you consider options for resolution in the next stage.

4. Options & Solution

Explore options that satisfy what is important to the each party. Using the underlying interests, identify options that will create an agreement each party can live with – a mutually satisfactory agreement. From the options, agree upon the outcome and future forward plan. Pending the situation you may choose to put the agreement in writing.

5. Follow Up

Now that you have reached agreement, summarize who will do what by when. Ensure each person has the same understanding of the agreement and plan. Agree on a time to connect/meet in the next 2 weeks to discuss how the agreement and action plan is working. Agree in advance how future issues will be managed in a way that maintains the relationship and trust. Commit to the resolution and agreement.

About Charmaine:



Charmaine Hammond has helped thousands of employees and leaders around the globe learn to effectively and respectfully deal with difficult conversations, and, resolve conflicts and disputes in the workplace. She has a Masters Degree in Conflict Management and Analysis, and was a corporate mediator for 10 years. Charmaine has developed internal training and conflict resolution programs, and facilitates Team Charter processes for many organizations in a variety of industries. Hire Charmaine for your next training program, leadership meeting, corporate event or conference.

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