**Conflict Resolution**

Conflicts happen, whether you are at home, school, work, or out in the community. While, typically they are considered negative, conflicts don't necessarily have to be. When you can get to the root of the problem, you can bring about positive changes for an individual or the entire group.

To keep everything running smoothly, smart leaders know when to let members work things out on their own, as well as when to step in and help. When you must get involved, use this worksheet to document the details of the conflict so you can better understand the elements of the issue, offer positive solution and help all parties before more self-aware.

**Party 1 Point of View:**

Their complaint:

Their proposed solution, wants or needs. The minimum they will agree on, to resolve this issue.

Why they feel this solution will work:

What do they think the other party wants or needs and why?

Why do they think the other party's solution will not work?

**Party 2 Point of View:**

Their complaint:

Their proposed solution, wants or needs. The minimum they will agree on, to resolve this issue.

Why they feel this solution will work:

What do they think the other party wants or needs and why?

Why do they think the other party's solution will not work?

**As the Leader, Your Views & Actions Regarding This Conflict**

Digging beyond the surface level complaints, what seems to be the real issue?

* Poor communication
* Misunderstanding
* Difference in beliefs or values
* Inadequate training
* Difference in goals
* Poor planning
* Frustration, stress, burnout
* Unclear job roles
* Unfair treatment
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Additional Information about real issue:

Once you've confronted the situation and acknowledged each party's complaint, you will have a better idea of how to resolve the issue in a way that benefits everyone.

Now it's time to act to minimize future conflicts.

Was there a particular trigger that created this conflict? If so, what was it?

How can you help the triggering person become more self-aware so they do not trigger conflicts in the future?

How can you help the person being triggered learn coping skills to better deal with these triggers?

Ways you can help everyone on your team learn better conflict resolution strategies.

I.E. Teach about focusing on the true issue, recognizing their own fears, trying to understand the other person's point of view, learning to compromise and so forth.

Things you can do differently as a leader to help reduce the possibility of future conflicts.