



# **How to Resolve Conflict and Move Forward**

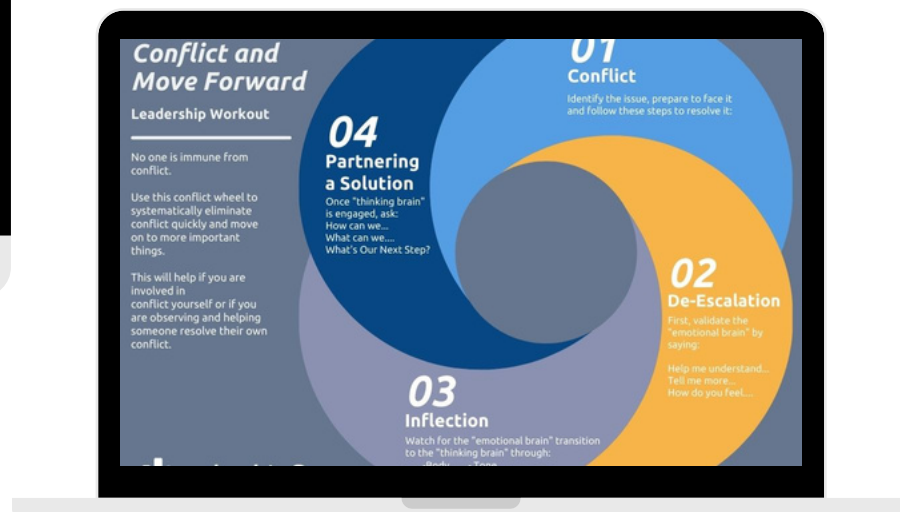
A Fitness Plan from:



## Let's Get Started

No one is immune from conflict, and you'll notice as a manager of a business or leader of a team that's something you'll find yourself facing often. Eliminate it quickly and move on to more important things by using a process for dealing with conflict in a systematic way. This worksheet will help if you are involved in conflict yourself or if you are observing and helping someone resolve their own conflict.

Use this worksheet in conjunction with the Leadership Workout video "How to Resolve Conflict and Move Forward" and its corresponding infographic.





## Why It's Important

To settle the emotional brain down and engage the thinking brain instead.

## How to Do it

Think of a real world situation in which you are involved in a conflict or you are helping someone else resolve a conflict. Use the starters below to think of questions you can ask the other person involved to move from an emotional or reaction state to a more cognitive thinking state:

### **Tell Me More About...**

Ex. how I'm frustrating you

### **Help Me Understand....**

Ex. more about that problem

### **How Do You Feel....**

## What You'll Notice

As you begin to resolve conflict using this process, you'll notice a change in how the other person (or yourself) is reacting and beginning to think. You may notice changes in:

- Tone
- Body Language
- Pace
- Volume

## Other Changes

What do you think others might do, say, or change when they are at the inflection point and are ready to consider solutions?



## Moving Forward

Once you see (or experience for yourself) this type of inflection, it's possible to start looking toward partnerships and solutions.

# Partnership & Solution

LeadershipGym

*fitness plan*

## Next Steps

Once the cognitive part of the brain is engaged, partnerships and solutions can evolve. Note: If you're a part of the conflict, then you're looking to build a partnership. If you're helping someone resolve conflict then you're looking to help them find a solution.

## Building Partnerships and Creating Solutions

Think about the conflict addressed in the de-escalation phase. What questions can you ask the other person now (using the starters included) to build a partnership, or if their conflict was with someone else, to move toward a solution?

**How Can We/You...**

**What's Our/Your Next Step**

**What Can We/You...**

*Tip: Use "we" if you are involved in the conflict and "you" if you are a third party to the conflict*

- **Come Around The Table**

Meet the other person where they are (whether they are the one involved in a conflict or you're part of the conflict with them). This means trying to see things from their point of view and understanding their position.

- **Focus On The Process**

To avoid becoming emotionally involved

- **Stay In The "Thinking Space" Of Your Brain**

Practice awareness to know if you are crossing over to an emotionally charged conversation.

- **Fix It With Them, Not For Them**

Help others come up with and execute their own plan instead of having them try to execute your plan.