

This Week is About...

learning how to get to the root cause of any conflict and using a proven framework to work through the issues to find good resolutions.

Why it Matters

Emotions can overtake a conflict and prevent us from ever resolving it. By keeping our emotions in check and using an easy-to-follow resolution framework, we can keep conflicts and issues from completely taking over our day-to-day operations, helping our team and organization run more efficiently.

During Your Team Meeting

Have copies of the Job Aid Cards printed for the meeting 📄👉

STEP 1. Create a safe space to talk

- ? Describe the Conflict Resolution Framework from this week's lesson.
- ? Someone tell me something our team has argued about over the last month.

STEP 2. Try it out real time

As a team, choose a conflict or issue you are currently dealing with or one that keeps coming up because it's never been resolved. Describe the conflict below then follow the steps using your two job aids to work through the issue and come up with a resolution as a team:

Describe the issue/conflict: _____

● Use the Conflict Resolution Checklist Job Aid

- Determine the true source of the conflict
- Get specific with the details of Who and What your team is in conflict with
- Help your team use the 'Conflict Meeting Framework' on the Checklist to work through the issue

● Use the Personal Conflict Styles Job Aid

- Based on the discussion your team just had, help them determine which Personal Conflict Style is the most appropriate to use to resolve your issue: Competing, Collaborative, Compromising, Accommodating, Avoiding.

- Finally, clearly define your solution, expectations and next steps and have your team "sign off" on it.

