



5-MINUTE CONFLICT RESOLUTION PLAN

We all experience disagreements, even with (especially with!) people close to us. Disagreements are natural, and sometimes necessary, to spur innovation, but we need to manage conflict so it remains positive and creative instead of negative and angry.

5 Steps to Resolve Conflict

1. Discuss a collaborative, positive vision of the desired future outcome.

"We all want to make sure this project goes forward."

Positively state the future outcome of your conflict:

2. Articulate the problem.

"Departments are habitually late providing reports to accounting."

Factually state the basis of the conflict:

3. Factually show why this is a problem.

"When accounting cannot get inputs from all of the departments on time, we lose our supplier bonus."

State the impact of the unresolved issue:

4. Ask for positive solutions.

"Make deadlines more clear."

"Reward the departments who are early."

Detail a possible positive solution:

5. End positively.

"Thanks, everyone, for figuring out a way to fix this."

What words might be used to encourage people to move forward?

"Fix the problem, not the blame."

— Japanese Proverb

