

CONFLICT CONVERSATION BLUEPRINT

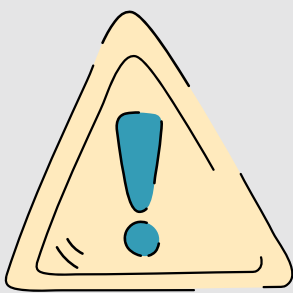
for emerging leaders



1

DECIDE ON ACCEPTABLE OUTCOMES

Take some time to prepare yourself in advance. Consider the problem, the consequences of ignoring the problem and make a list of acceptable outcomes. Remember to leave personal feelings and emotions aside and review company policies and mission statements which often make these decisions easy.



2

CONSIDER FEARS AND MOTIVES

Now consider the individuals who will be included in the conversation. Do you know what their fears are? What are their motives and intentions for causing this situation? How can you prepare in advance to reassure and lead them confidently through the issue?



3

BEGIN ON A POSITIVE NOTE

Always start a difficult conversation with reassurance. Example: "Thank you for your time this morning. Let me begin by saying that no one is being fired today. However, we will need to resolve some issues. As you know, our mission statement says...."



4

SET A TIME LIMIT AND STICK TO IT

Now that you've reassured the participants, set a firm time limit. This will eliminate whining, drama, excuses and having to repeat yourself. "We have twenty minutes before my next meeting. Let's use that time to agree on a solution that will get this team back on track."

5

STATE THE OBVIOUS

Now, state the obvious. The problem is _____. Then, either share your desired outcome or discuss and create an acceptable outcome for all. Example: The reason we're here is because of political bickering between the two of you. These disagreements have caused disruption, anxiety and loss of productivity.



6

END ON TIME AND SHOW APPRECIATION

Look at your watch and say, "It's almost time for my next meeting, thank you for committing to this solution. I appreciate and value your efforts to help solve this quickly."

