

CONFLICT TRANSFORMATION GUIDE

This is a brief summary of the steps required to manage and transform conflict. Both employees and leaders can refer back to this guide when involved in conflict.

LEVEL
1

ENGAGE IN DIRECT DISCUSSION

Focus: using conflict resolution skills.

Action: talk directly with the other person.

LEVEL
2

RECOGNIZE THINKING ERRORS

Focus: extending grace to yourself *and* the other person.

Action: talk with the other person about the issues, not their character.

LEVEL
3

PROVIDE CONFLICT RESOLUTION COACHING

Focus: improving your approach through coaching.

Action: talk with the other person again using an improved approach

LEVEL
4

USE A CONFLICT RESOLUTION SPECIALIST

Focus: finding mutual support for conflict resolution.

Action: talk with the other person using a specialist's assistance.

LEVEL
5

CHANGE RELATIONSHIPS

Focus: finding ways to change or end relationships and build new relational structures.

Action: talk as needed without enmity.