

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.