

# 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.