Conflict Resolution Worksheet

What is the problem?

Who is involved? Who are the main parties?

What is (or has) actually happened?

What do you want to happen to resolve the conflict?

What can be done to resolve the conflict?

Authentic Listening is the First Step in Solving Conflict

Authentic listening occurs when you respond to the speaker in ways, which indicate to him/her that you care about what s/he is saying and give him/her every opportunity to complete his train of thought. Let the speaker know you are truly listening and feeling what he/she is articulating to you. Try to put yourself inside their head.

Six steps to Authentic Listening

*Note: When angry, remove yourself from situation to cool-off before attempting to resolve conflict.

There are specific strategies that are regularly employed in authentic listening. Do not underestimate the simplicity of these steps.

1. Stop talking and listen. Pay attention to how the other person is speaking and the emotion behind their words. A lot of information can be gathered by their intonation.

2. Don’t presume or script the outcome. Get out of your head and get into the other persons.

3. Body language is very telling to the other person. Are you physically agitated, arms folded or body constricted? Relax your body, unfold arms and watch body and facial expressions. Make eye contact and use nonverbals to let the other person know you are listening (e.g. head nodding or smile when appropriate).

4. Just as your nonverbals are important as the listener, watch the nonverbals of the person speaking. A listener can gather a lot of information from body movement and posture.

5. Recognize your own emotions (e.g. angry, hurt). Try not to speak from the emotion(s), but use constuctive comments or clarify questions. Ask questions in non-threatening or accusatory tone.

6. React to the other person’s thoughts not to the person. You do not have to like the person you are in conversation with. Use language like, “What I hear you saying is …is this correct?” Did I understand you correctly?”

Adapted from http://www.conflictresolution.com/conflict_resolution_strategies.html