

## Conflict Resolution Approach

- **Prepare well** - check you have your facts!
- Be clear about the **goal**/what you want to address and what will be a good outcome from the meeting.
- Think about how you **communicate** (listen first, check understanding, explore facts, underlying causes, expectations, assumptions)
- Think about your **opening sentence** (A suggested structure is: I notice... I imagine... I feel... For example: “I notice you have still not completed the audit we discussed last week. I imagine you have allowed other commitments to come before this. I feel frustrated... and want to explore how we can resolve this.”)
- Think about how you may **feel and behave** - be centred and calm and aim to build mutual respect. Consider how the other person may feel and behave. Prepare accordingly.
- **Separate the person from the problem** then real issues can be debated without damaging working relationships.
- Pay attention to the **interests** that are being presented. What are the unmet needs?

### Four steps to structure your conversation

1. **Enquire** - Listen first. Be curious. Seek to understand the other person’s view (you don’t need to agree with it but hear it). What does the person want? Watch body language.
2. **Acknowledge** - paraphrase what you have heard. Acknowledge feelings and impact (for her/him and you)
3. **Advocate** - Once the person has finished, state what you need/want; and a possible outcome
4. **Problem-solve together** - Explore options.