



# Employee Conflict Resolution Process

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## Steps Include:

### - Focus Areas:

- Personal Accountability
- Self-Awareness
- The Process

### - The Process:

- Pre-work
- Meeting Guidelines for Communication
- Seven Discussion Steps

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## Sample Communication Guidelines:

Setting up and agreeing to codes of conduct or discussion guidelines ensures a more objective, less threatening exchange. They are important to keeping the meeting on track.

- **Do not interrupt the other person.**
- **One person talks at a time.**
- **Listen closely, seek to understand, not defend.**
- **Debate, disagreement and different viewpoints are okay--- we can agree to disagree.**
- **Everything does not have to be resolved today.**
- **Cell phones off and no interruptions allowed.**



### **EMPLOYEE CONFLICT RESOLUTION DISCUSSION PROCESS**

First, review and have each person agree to follow the Guidelines (from the previous page.) Add to them if needed.

As you begin each person will pick **the #1** situation or meeting from the completed pre-work, to discuss first. There are two roles for the people in conflict: 1) Talker and 2) Listener. Each person will then take turns going through the steps below, one time as a Talker and another time as a Listener.

Each step is important, do **not skip** a step.

**Step 1:**

**Talker Shares View of the Problem**

**Step 2:**

**Listener Restates the Talker's View of the Problem**

**Step 3:**

**Talker Confirms Accuracy of What the Listener Shared**

**Step 4:**

**Both: Confirm and Agree on the Facts**

**Step 5:**

**Both: Discuss Solutions**

**Step 6:**

**Both: Agree on Next Steps Schedule a Date to Review Progress**

**Step 7:**

**Switch Roles. Go back to step 1. Listener becomes the Talker.**