

Conflict Resolution Guideline

When you discover a potentially damaging conflict in your team, investigate if there are any company policies for conflict resolution. If not, consider this 3-step process:

1. Lay down the ground rules

Group conversation: Meet with your team. First, ensure that everyone acknowledges the conflict and its impact on team well-being and performance. Then remind them of your company's values and your expectations; clearly make it known what will and won't be tolerated.

2. Understand everyone's position

Group conversation: Those involved need to clearly describe their viewpoints and argument (their position). Make sure you take the time to hear and understand everyone's position.

Position 1

Position 2*

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*Note that there may be more than 2 positions

Break into smaller groups: Separate people who are allies and have the groups analyze and dissect facts, assumptions, and beliefs underlying each of the identified positions. Make sure everyone in the groups are heard and acknowledged.

3. Reach agreement

Group conversation: The groups convene back again as a team in another group dialogue to reach agreement. Attempt to reach a resolution through methods like negotiation or compromise.

TIP! If your resolution efforts fail, call for aid from a mediator (usually your HR representative). Is the conflict resolved, take time to celebrate and acknowledge the contributions.