

# 5 Easy Tools to Move Through Conflict



## 1) CLARIFY

Outline the situation, behavior and impact impartially, like a scientist in a lab.

“Last week when the report was three days late we received a \$10,00 fine.”

## 2) DETERMINE NEEDS

Clarify the underlying needs rather than arguing over strategies to solve the problem.



## 3) USE BRIDGING

1. Check for understanding:  
“I heard you say... Did I get it right?”
2. Make an empathy guess:  
“I am wondering if you are feeling... because you would like...?”



## 4) MAKE A REQUEST EITHER TO:

1. Get more information
2. Take time (to process, cool down)
3. Reconvene
4. Take an action in the matter



## 5) SEAL THE RESOLUTION

1. Recap the conversation
2. Identify change to be made going forward
3. Schedule a check-in
4. When checking-in identify what you need more of, less of, keep the same, or stop.



KAVI CONSULTING SERVICES

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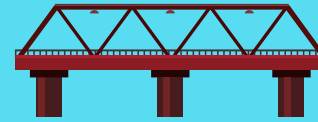
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