**CONFLICT RESOLUTION SKILLS**

**STARTING THE CONVERSATION**

“Did I offend you in some way?” or “Can we talk?”
“I wasn’t sure our last interaction went well and it would be helpful for me to talk it over with you.”
“When would work for you?”

**ARTS of COMMUNICATION**

**ASK:** USE INQUIRY, REFLECTIVE LISTENING:

“Can you help me learn more about how you see things / your perspective?”

**RESPOND WITH EMPATHY:**

Empathy doesn’t equal agreement but does convey your understanding of their point of view.

“No wonder you were mad,” or
“It is difficult to feel alone and like people do not understand you.”

**TELL:** SHARE YOUR PERSPECTIVE:

“Would it be ok for me to share what was going on for me?”

SUMMARIZE both experiences: “No wonder we got upset at each other!”

**SEEK SOLUTIONS:** JOIN TOGETHER:

Now what? Join together to generate alternative solutions which might meet both of your needs.
Elicit each person’s priorities.

“Is there a solution here that would meet both of our needs?”
“Do we need help from anybody else on the team?”