

Conflict Management Conversation Prep Sheet

What is the real issue?
<p>Why is this issue/opportunity/challenge important?</p> <ul style="list-style-type: none"> • What is the benefit of addressing it? What is at stake if I don't? • What impact is this having on others? Short term? Long term? For the team? For the organization? • What is the impact it is having on them? On me?
If there is a problem, what do I think is the root cause? What additional information do I need?
<p>How am I/ have I contributed? (Stories, Assumptions, Attributions? Actions?)</p> <p>How is my credibility with this person?</p> <p>How strong is our relationship? What is the level of trust?</p>
How do I think the other person views the situation? How would they describe it? Is it on their radar?
<p>What is important to the other person? What are their commitments? How will I get their attention?</p> <p>What do I need to find out in order to</p> <ul style="list-style-type: none"> • Priorities? Concerns? Accountabilities? Commitments?
The Conversation
<p>Conversation Objective/Goals (My desired outcomes):</p> <p>My key message(s) to communicate:</p>
How can I frame the issue to get their attention ? Do I need to turn up the heat/ raise the tension or turn down the heat/ lower the tension?
<p>Conversation Opener:</p> <p>My Point of View:</p> <p>My Rationale:</p>

Inquiry:

OR

Optional Inquiry (If I need more info on their priorities):

My Challenge:

My Request for Assistance:

My Offer to You:

My request for feedback: