

Responding to Conflict

Strategies and tools for constructive conflict management

- Slow down
 - Assess the situation
 - Make it safe (for everyone)
 - Share your intentions
 - Focus on the problem
 - Manage YOUR emotions
 - Invite dialogue
 - Aim for understanding
 - Accept multiple perspectives
- **Repeat mode**
 - To clarify, check assumptions, address offenses and confirm understanding *before* moving on or adding new information.
 - **DESC Script** (a tool for expressing and listening in difficult conversations)
 - Describe the problem.
 - Explain why it is a problem.
 - Specify or seek what would make/would've made it better.
 - Conclude with anticipated consequences.