CONFLICT RESOLUTION
How to effectively manage difficult conversations

Instructions:
This worksheet is designed to help you resolve conflict through use of effective communication. Use it to
guide your actions in a way that produces a peaceful solution in time of disagreement.

First, let’s take a look at the conflict you are facing using the Stop-Think-Act model:

1. **Stop!** Breathe. Calm Down. Now, you are ready to accurately look at the problem at
   hand.

2. **Think!** Ask yourself:
   - What exactly is the *problem*? ___________________________
   - Is this *really* a problem? Why? ___________________________
   - It is *my* problem? ___________________________
   - Does it need *immediate* attention? ___________________________
   - What do I want? What is my *goal*? ___________________________
   - What might I be *assuming*? ___________________________
   - What might be another person’s *point-of-view*? ___________________________
   - What are my *options*? ___________________________
   - What are the potential *consequences* of each option? ___________________________
   - What is my *best choice* here? ___________________________

3. **Act!**
   - Take action and responsibility for that action
   - Evaluate your action and the outcome. What can I learn from this?
   - Does the problem still exist? If no, learn from your experience. If yes, start
     again

Next, if you have determined that there is indeed a conflict that needs to be resolved, here’s
some additional **CLUES** on how to resolve it...

**C** - *communicate* promptly, assertively, respectfully. Initiate a private conversation and
share your perspective & goal. Remember, *talk* to people, not *about* people.

**L** – *listen* to the other person’s *point-of-view*. Allow them to speak without interruption,
hidden agenda or judgment. Then, reflect what you hear to clarify what they are saying.

**U** – *understand* their perspective. Practice empathy; “Help me understand your point-of-
view.” Also, discuss one issue at a time, get the facts, and clarify assumptions.

**E** - *explore* options & solutions. Brainstorm to generate options. Choose a solution that
works for you both and act on it.

**S** - *So, how did it go?* Evaluate how it went. Then move one or plan next steps. What did you
learn?

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updated 2/28/2017
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Now, if you are still stuck wondering what to say in the face of conflict, try this...

• **Starting the conversion:** “I want to talk to you about something and I’d appreciate it if you would first listen to what I have to say and then I will do the same for you...OK?”

• **State the problem:** “I’ve noticed...or, I feel ______, Because ______, and What I want is ________”

• **Gaining understanding:** “Help me understand (your viewpoint, what’s going on, what that’s like for you)...”

• **Reflecting/Paraphrasing:** “What I hear you saying is...Is that correct?”

• **Move towards action:** “Given what we just talked about, what are some possible solutions that could work for us both?”

Finally, here are some Conflict Resolution Dos & Don’ts

**DO:**

• Communicate face-to-face
• Manage your own emotions
• Use language that is understood
• Recognize and embrace differences
• Understand interests and perspectives of self and others
• Act sooner rather than later
• Focus on the present situation/problem
• Actively listen and pay attention
• Be present, clear, and direct
• Be honest, genuine, and respectful
• Assert yourself
• Be aware of body language
• Convey the value of your relationship

**DON’T:**

• Wait or avoid the issue
• Assume
• Get defensive
• Interrupt
• Ignore feedback
• Argue feelings, judge or criticize
• Use put-downs or sarcasm
• Rely solely on verbals or nonverbal
• Discuss the problem with others not associated with the issue
• Stop communicating

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