Address Conflict

Listen to concerns
- Establish a baseline understanding prior to conflict
- Appreciate all perspectives
- Avoid judging

Identify issues
- Determine if work rules have been violated
- Dig deeper and go beneath the surface
- Recognize patterns
- Does bias play a part? Provide education?

Seek agreement
- Find commonalities
- Establish an agreement between concerned parties

Assess effectiveness
- Determine if communicating additional behavior expectations is necessary
- Consider options to prevent further occurrences
- Determine if appropriate to share out lessons learned

Without Assigning Blame