

Address Conflict

Without Assigning Blame



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



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