Conflict Resolution
Strategies for Conflict Prevention and Management
Summarizing and Reflecting

Why is this helpful?
- Helps each party feel they’re being heard and understood.
- Allows each party the opportunity to hear concerns from a new source.

Different Strategies
- Reflecting Emotions
- Reframing Statements
- Neutralizing Perspectives
Reflecting Emotions

- Identify what you think the speaker’s emotion might be
- Relay your understanding of their emotions
- Allows the speaker to know they’re being heard
- Gives them a chance to clarify their emotions if you’ve misunderstood
- Gives the other party a chance to understand the speaker’s emotions

**Statement:** “I can’t believe they botched another presentation!”

**Reflected:** “You’re concerned that the presentation didn’t go well.”

**Statement:** “They place too much demand on us. We can’t do everything they ask.”

**Reflected:** “You’re feeling frustrated about the demanding workload.”
Reframing Statements

- Useful when people are personally attacking others
- Captures what’s important to the speaker while leaving out the personal stuff
- Highlights and draws out interests or values you can use to facilitate a solution
- Allows participants to talk about the same thing without having to see it the same way

**Statement:** “They never share any information. Why can’t they just provide me with the numbers?”

**Reframed:** “It’s important for you to work cooperatively.”

**Statement:** “They’re so dismissive of everyone’s ideas and always say no.”

**Reframed:** “What I’m hearing is that it’s important to you for teams to encourage each other and provide positive feedback.”
Neutralizing Perspectives

- Neutralize difficult or aggressive language
- Take sting out of words without taking away from the message
- Capture the spirit of the message without minimalizing or downplaying the meaning

**Statement:** “The meeting is a total catastrophe!”

**Neutralized:** “The meeting didn’t go as you had hoped.”

**Statement:** “The project has hit a total dead end.”

**Neutralized:** “The project is facing some obstacles.”
Developing Written Solutions and Agreements

Why is this helpful?
- Keeps everyone on the same page
- Creates a measure of accountability
- Solutions-focused

How it’s done
- Decide on the terms
- Troubleshoot problem areas
- Write it down
Deciding on Terms

Terms of an agreement must be:

- Doable
- Specific
- Durable
- Balanced
- Complete
- Fair
Troubleshooting

Problem Areas

Potential problem areas include:

- Vague language
- Settlement by attrition
- Fatigue
- Uncooperative Behaviors
- Incomplete contingency plans
Writing It Down

When writing the agreement:
- Use plain language
- Address who, what, when, where, and how
- Remember confidentiality
Conflict Resolution Framework

How do you put all of this into practice?

- Develop a plan and prepare for a meeting
- Describe the problem
- Offer-Listen-Compromise
- End on a positive note
- Monitor agreements and progress