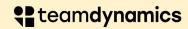
## Team Conflict Resolution Worksheets

Resources for team managers and team members

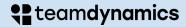


# Using these Team Conflict Resolution Worksheets

Conflict is a natural part of professional life. But that doesn't mean you should shy away from addressing it. Here's how.

- 1. **Before the discussion**: Ask each relevant team member to complete Worksheet A.
  - This will "label" the sources of conflict and help structure the group discussion.
- 2. **Gather the team members**: Facilitate a respectful and candid, conversation using Worksheet B.
  - a. This will ensure all participants agree on what was discussed.
- 3. **Record your conclusions**: As the team manager, write your takeaways using Worksheet C.
  - This will help you hold team members accountable, and create a record that can be used if follow-ups are needed.

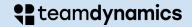




#### Worksheet A: Prepare for the Team Discussion

Objective: Help clarify your thoughts and feelings about the conflict before the team discussion.

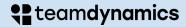
Basic Information				
Your name:	Name of oth	er team member:	Date:	
Understanding the Conflict				
Describe the conflict in detail:	How did it make you feel	at the time? And now?	What do you think triggered this conflict?	
Digging Deeper				
How has this conflict affected your work?	Have similar issues arisen in the past?  Yes (please describe):  No		What would an ideal resolution look like for you?	
Self-Reflection				
What role did you play in this conflict?		Could you have approached the situation differently? How?		



#### **Worksheet B: Team Discussion**

Objective: Facilitate a constructive conversation during the team discussion and find common ground.

Basic Information							
Manager's name:	Team member 1:	Team mer	mber 2:	Date:			
	Topics for Discussion						
Ground rules:  Use "I" statements  No interrupting  Listen to understand, not to respond	What common goals do you have for resolving this conflict?		How has this conflict impacted each of you individually and the team as a whole?				
	What are the underlying issues contributing to this conflict?		What will you each commit to doing to resolve this conflict?				
Action Plan							
What are the immediate next steps?		What will be the accountability checks?					



### **Worksheet C: Post-Discussion Manager Conclusions**

Objective: Document the team discussion and codify the next steps for resolution.

Basic Information									
Manager's name:	Team member 1	1:	Team member 2:		Date:				
Summary of Discussion									
What key points were made by team		as common ground found? Des		Vere there any sticking possues?	oints or unresolved				
What key points were made by team	member 2?								
Action Plan									
What specific steps did team membe upon for resolution?	_	What specific steps did team mupon for resolution?	nember 2 agree	•	What is the timeframe for re-evaluation?				
Additional Resources									
Will external resources like HR or a mediator be required?  Yes (please describe):  No  Yes (please describe):  No  No									