

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](#).
 - 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](#).
 - a. 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 other 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 member 2:	Date:
Ground rules: <ul style="list-style-type: none"> • Use "I" statements • No interrupting • Listen to understand, not to respond 	Topics for Discussion		
	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:	Team member 2:	Date:
Summary of Discussion			
What key points were made by team member 1?	Was common ground found? Describe:	Were there any sticking points or unresolved issues?	
What key points were made by team member 2?			
Action Plan			
What specific steps did team member 1 agree upon for resolution?	What specific steps did team member 2 agree upon for resolution?	Is a follow-up meeting necessary? <input type="checkbox"/> Yes <input type="checkbox"/> No	What is the timeframe for re-evaluation?
Additional Resources			
Will external resources like HR or a mediator be required? <input type="checkbox"/> Yes (please describe): <input type="checkbox"/> No	Are there any training or development resources that could help prevent future conflicts? <input type="checkbox"/> Yes (please describe): <input type="checkbox"/> No		