MANAGING CONFLICT  Total Score ______________

☐ I maintain a positive environment by immediately addressing conflict situations.

*Ideas to develop this skill include:*

☐ Consider whether your workplace has a positive atmosphere. If not, what are the issues?
☐ Use the four questions in this handout to determine if there is a conflict you should address.
☐ Survey others to determine if your actions could be causing conflict.
☐ Other ideas:

☐ I get input from all parties involved to discover the real problem.

*Ideas to develop this skill include:*

☐ When there is a conflict, list all the individuals who are involved or affected by the conflict.
☐ Create a list of questions to ask to get to the root of the problem.
☐ Interview those involved to get information and viewpoints.
☐ Meet with all the parties to brainstorm solutions.
☐ Other ideas:

☐ I use fair and consistent guidelines for conflict negotiations.

*Ideas to develop this skill include:*

☐ Create a list of guidelines for conflict resolution.
☐ Share these with others.
☐ Ask others for suggestions and additions to your list.
☐ Use these guidelines at the beginning of any conflict resolution situations.
☐ Other ideas:

☐ I remain calm in difficult situations.

*Ideas to develop this skill include:*

☐ Create a list of ways to calm yourself before difficult discussions.
☐ Practice the I-Message in this handout.
☐ Create scripts and practice before difficult discussions.
☐ Other ideas:

ATTITUDES TOWARD CONFLICT  Total Score ______________

☐ I look at conflict as an opportunity for growth.

*Ideas to develop this skill include:*

☐ Introduce a conflict resolution situation by noting the potential benefits of solving the problem.
☐ Keep a positive outlook, even when you have to revisit a conflict situation.
☐ Make a list of the positive things that have come about as a result of past conflicts.
☐ Other ideas:

☐ I appreciate the different personality types and views on my team.

*Ideas to develop this skill include:*

☐ Take the CPTP Teams classes to determine your personality and the personalities of your team members.
☐ Ask others to tell you their communication preferences.
☐ Ask others for their views on conflict situations before giving your opinions.
☐ Other ideas:
YOUR CONFLICT MANAGEMENT ACTION PLAN

Success Series Webinar

- I understand my personal biases and put them aside to think objectively about the situation at hand.
  
  *Ideas to develop this skill include:*
  - Analyze your biases and negative thoughts about any conflict situation.
  - Clear the slate by pushing aside negative thoughts before the conflict resolution situation.
  - Continue to assess your feelings and emotions so that you are able to actively address them in conflict situations.
  - Other ideas:

- I understand the importance of using assertive behavior instead of aggressive behavior.
  
  *Ideas to develop this skill include:*
  - Use the I-message in this handout for planning difficult discussions.
  - Note words and phrases that make others uncomfortable so that you can eliminate them from your vocabulary.
  - Google “emotional intelligence” and study this topic to continue developing assertive, not aggressive behavior.
  - Other ideas:

OPPORTUNITIES OF CONFLICT  

Total Score ______________

- I recognize the benefits of diverse thinking on my team.
  
  *Ideas to develop this skill include:*
  - Interview team members for their suggestions to solve problems.
  - Communicate regularly with your team to determine what you do well in working with them and what needs development.
  - Hold brainstorming sessions with team members for ideas to continue developing skills and interactions in your department.
  - Other ideas:

- I work to ensure that others are not hesitant to approach me for help with conflict or difficult situations.
  
  *Ideas to develop this skill include:*
  - Notice your body language and whether it is encouraging or not.
  - Regularly communicate with team members to see if they need help or assistance.
  - Interview team members to see which of your communication skills are effective and what you could improve.
  - Other ideas:

- I welcome suggestions for improvement from others at all levels of the organization.
  
  *Ideas to develop this skill include:*
  - Practice taking suggestions for improvement without defending your actions.
  - Ask those who work at levels below you how you could serve them more effectively.
  - Connect with a mentor to help continue developing your skills.
  - Other ideas:

- I review and document lessons learned from conflict management situations.
  
  *Ideas to develop this skill include:*
  - After a conflict resolution session, send an email with all action items and deadlines to ensure that you follow up.
  - Document good ideas, phrases, and actions that helped make the conflict resolution session effective.
  - Share these ideas with others during staff meetings or in written communications.
  - Other ideas:
ANSWER THESE FOUR QUESTIONS WHEN ASSESSING A CONFLICT SITUATION:

1. How important is this issue?
2. What’s the nature of the relationship?
3. What’s the risk?
4. Is this my problem to solve?

I-MESSAGE STATEMENTS WORKSHEET

1: When you... (Give us the facts without emotion or exaggeration)

2: I feel... (What is the effect of this action on you?)

3: This is important because... (How does it impact the workplace?)

4: I would like... (What is the different behavior that you’d like to see?)

5: ? (Add a question to hand it back over to the other person. Examples: What do you think? Do you think this would work? Do you have any other ideas or suggestions that might help?)