

THE 12 STEPS TO CONFLICT RESOLUTION

INFOGRAPHIC by Richard J. Thorne
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STEP 1

Identify the issue.

Clearly define the specific problem or disagreement. Be objective and focus on observable facts rather than opinions.

STEP 2

Understand Perspectives

Encourage open communication to understand each party's point of view. Empathise with their feelings and concerns.

STEP 3

Find Common Ground

Identify shared interests and goals. Highlight areas where both parties agree or have mutual objectives.

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STEP 4

Choose the Right Time and Place

Select a neutral, private space for discussions. Schedule a time when all parties can focus without distractions or interruptions.

STEP 5

Use "I" Statements

Express feelings and concerns using "I" statements to avoid blame or accusations. For example, "I feel..." or "I think...".

STEP 6

Active Listening

Practice active listening by giving your full attention. Show understanding through verbal and non-verbal cues, and by summarising your understanding of points raised.

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STEP 7

Avoid Escalation

Stay calm and composed. Avoid raising your voice or using aggressive language or postures. Focus on finding a solution.

STEP 8

Brainstorm Solutions

Generate multiple possible solutions. Encourage creativity and be open to alternative perspectives.

STEP 9

Evaluate and Select

Assess each solution's feasibility, benefits, and potential drawbacks. Together, choose the best option.

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STEP 10

Create an Action Plan

Outline the steps needed to implement the chosen solution. Assign responsibilities and set a timeline.

STEP 11

Follow Up

Check in on progress and address any new concerns that may arise. Ensure that the resolution is working effectively.

STEP 12

Reflect and Learn

After resolution, reflect on the process. Identify what worked well, and any areas for improvement in future conflict resolution situations.

Find out many more ways to improve your management and leadership skills in my latest book "Management & Leadership". Further information at: <https://www.richardthorne.com/books>

