



JOB BOX TALK

INSTRUCTOR GUIDE

Conflict Resolution

1. DEFINE THE TOPIC AND GIVE EXAMPLES

Conflict Resolution: The process by which two or more parties engaged in a disagreement, dispute, or debate reach an agreement resolving it.

Let's face it, conflict happens all the time.

It is a normal, inescapable part of life. It is also an opportunity to understand and appreciate opposing preferences and values.



IMPACT

2. EXPLAIN THE IMPACT OF THE TOPIC

It is important to address conflict in a direct, positive manner. The disagreement should be issue focused and not personal. If conflict is properly addressed, it can:

- Maximize productivity
- Minimize distractions
- Create a safer work environment



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Expectations

3. DESCRIBE EXPECTATIONS FOR ACCEPTABLE BEHAVIOR.

When faced with a conflict at your worksite, use the following steps:



APPROACH the other party and state your goal for the conversation.



SHARE each other's perspectives, paraphrase back what you heard. Use neutral language.



BUILD understanding by discussing one issue at a time. Clarify assumptions.



AGREE on a solution.



CREATE a shared action plan.



AVOID blame or the silent treatment.



4. ASK REFLECTION QUESTIONS

How did you react the last time you experienced conflict on the worksite? What would you do differently now?



5. END WITH KEY TAKEAWAYS

Address conflict in a direct and positive manner as it is taking place. Avoid blame, the silent treatment or disrespectful behaviors. Once resolved, state clear and concise expectations going forward.