

From Conflict to Possibility - Audience Handout

Creating Effective Outcomes & Achieving High Performance Results

Introduction: The 7-step process outlines the steps to follow when one or more people are experiencing a conflict (breakdown) when coordinating some kind of action together. This process can be expanded to apply to work teams or departments in conflict with one another; however, we recommend an experienced facilitator lead the conversation when a group(s) are in conflict.

Be the L-E-A-D-E-R - Summary

B – BE PREPARED. Take some time to plan and prepare your conversations; then apply the following steps for success.

WARNING - Do not attempt the next six steps when you are stressed or upset. Instead, wait until you are resourceful and curious, ready to LISTEN FIRST versus react.

L – LISTEN & LEARN MORE. Ask, *“What concern is not being met in this situation?”*

E – EXPLORE. Explore the unknown. *“What are the consequences of this breakdown for you? What might happen if the breakdown continues?”*

A – ASK if you listened accurately. *“So what is most important to you is ...? Correct?”*

SWITCH ROLES

Say, “Can I tell you what my concern is....?”
Repeat steps L-E. Skip “A” unless they attended the presentation.

D – DISCOVER (a) What standards are in deficit mode for each party? E.g. violated, overlooked, missed, are in excess, inappropriate, outdated, need to be created?
Ask, *“How would you know that your concern was addressed?”*

(b) Discuss new possibilities to achieve mutual outcomes; brainstorm many ideas without evaluating them.

E – EVALUATE. What standard of operation might allow both parties to coordinate effective action? Discuss the pros and cons of your top 3 possible standards. Then, select the standard(s) that works for BOTH parties.

R – REQUEST future action for resolution. Each person make clear requests of the other, Write down new actions to be taken, due dates and follow up meetings.
“Can we agree to do X on Y date?”

Please contact Mills Vautrot – Gmillsv@gmail.com to explore further.

Or visit us at <https://leadershipandperformancecompany.com/what-we-offer/conflict-resolution/>

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