



CONFLICT RESOLUTION | 3 STEPS

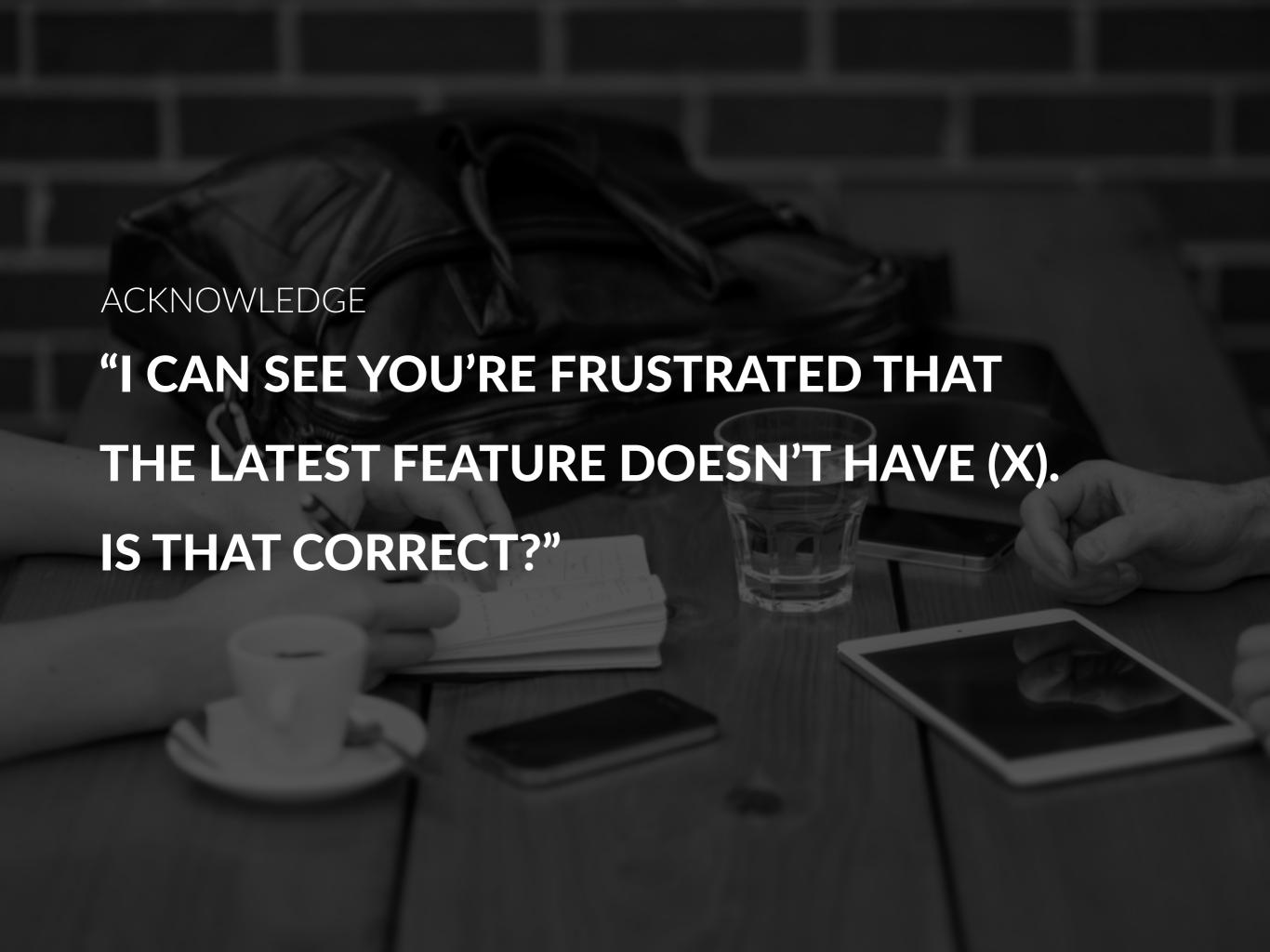
ACKNOWLEDGE

Actively listen

Pay attention to their emotions

Repeat back to them the issue as you understand it

Ask or look for confirmation that you understand the situation





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ALIGN

Let them know that you understand where they're coming from and that you're on their side





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ASSURE

Let them know that you will do everything in your power to resolve the issue for them.

Show them you have a plan even if it involves having a discussion with your team to investigate

Don't promise more than you can deliver as that will only make things worse

ALWAYS UNDER PROMISE AND OVER DELIVER.

"I WILL DO EVERYTHING I CAN TO GET
THIS RESOLVED FOR YOU AS SOON AS
POSSIBLE. I'LL SIT DOWN WITH MY TEAM
AND WILL UPDATE YOU WITH OUR
APPROACH BY 3PM TODAY."