

LET'S TALK ABOUT
CONFLICT RESOLUTION



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



ACKNOWLEDGE

**“I CAN SEE YOU’RE FRUSTRATED THAT
THE LATEST FEATURE DOESN’T HAVE (X).
IS THAT CORRECT?”**

CONFLICT RESOLUTION | 3 STEPS

ALIGN

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

A dark, grayscale photograph of a meeting table. In the background, a laptop is open. In the foreground, there is a glass of water, a white coffee cup on a saucer, a smartphone, and a tablet. Hands are visible interacting with the objects. The overall mood is professional and collaborative.

ALIGN

**“I CAN UNDERSTAND WHY THAT WOULD
BE FRUSTRATING. I’D BE HERE LOOKING
TO GET ANSWERS TOO.”**

CONFLICT RESOLUTION | 3 STEPS

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.”**