Conflict Resolution Template

Step 1: Identify the source of the conflict

Instructions: Schedule private meetings with each party involved in the conflict and ask them to relay their perspective on the issue at hand. Below, record notes on what they tell you. If there are more than 2 parties involved, print more copies of this page.

Tips: Ensure that all parties feel listened to and understood. You don't want anyone feeling that they're on the defensive. Ask them not just how it's impacting their daily life at work but also whether it's had an impact on their personal life or areas outside the workplace

Perspective of team member #1	Name:
Perspective of team member #2	Name:
Perspective of team member #2	Name:
Perspective of team member #2	Name:
	Name:

Step 2: Get to the root of the problem

Instructions: Once you've heard stories from every side, write down some possible root causes for the conflict based on what you've heard. Schedule follow-up discussions with each team member and try to identify the root cause by asking questions that might confirm or negate your judgment about the cause.

Tips: Keep in mind that the inciting event often isn't what causes conflict. Keep your ears open for underlying issues that may not be obvious at first.

Possible root causes (from your perspective - before follow-ups)		
Possible root causes (after follow-up with team member #1)		
Possible root causes (after follow-up with team member #2)		
Final assessment of root-causes of the conflict		

Step 3: Explore Solutions

Instructions: Gather everyone involved into a comfortable meeting environment. Ask each party what they would find personally acceptable as a resolution to the issue.

Tips: If both parties suggest the same resolution (assuming that it's practical), then accept that as the solution. If not, try to find some middle ground.

Team member #1 proposed resolutions				
Team member #2 proposed resolutions				
Your proposed resolutions				
Was an agreement met between all parties?	YES	NO		
If YES, what is the resolution?				
If NO what resolution have you decided upon?				