



“I WON’T GO INTO THE DETAILS.  
I’VE ALREADY TOLD YOU  
MORE THAN I HEARD MYSELF.”

# ETHICAL COMMUNICATION

## A TOOL FOR RESOLVING CONFLICT

# SEVEN STEPS TO SUCCESSFUL CONFLICT RESOLUTION

1. GET AND STAY CLEAR: Have many conflicts
2. COMMITMENT: Confrontation is not a hit and run
3. RESOLUTION: Fix the problem, not the blame
4. HONESTY: Approach with full disclosure
5. INFORMATION: Only problems we know exist, can be addressed
6. LISTEN: Silencing others may postpone conflict but will not resolve it
7. THE MEANS IS THE END

## HELPFUL HINTS:

- Prepare: write it out and practice
- Agree on a specific course of action and write it down
- If it doesn't work call in help – a mediator, the team or group

# CONFLICT RESOLUTION PLAN

Who are you in conflict with? \_\_\_\_\_

What is the result of this person/ group's difficult behavior or decision on you (feelings, time, money, morale)?

What personal fears does this conflict bring up for you (abandonment, authority, isolation, guilt) and how do you react to those fears? What responsibility might you have in the conflict?

Describe the difficult behavior/ decision. Give specific examples.

What is your personal agenda regarding the conflict? How would you like the behavior/ decision to change? Your request.

Should this behavior/decision change, what are the possible positive effects?

Should this behavior/ decision NOT change, what are the possible negative effects?

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# CONFLICT RESOLUTION OBSERVER CHECK LIST

## IN RESOLVING CONFLICT THIS TEAM:

*(Circle on a scale from 1 to 5 how strong you believe this team's effort was in following each conflict resolution guideline; 1 = no effort, 5 = consistent effort)*

No  
Effort

Consistent  
Effort

\_\_\_\_\_

1    2    3    4    5

### STAY CLEAR:

Worked to stay clear, confronted issues directly,  
not allowing resentment to build

\_\_\_\_\_

1    2    3    4    5

### COMMITTED:

Remained committed to working through the conflict

\_\_\_\_\_

1    2    3    4    5

### RESOLUTION:

Worked toward resolution of the conflict

\_\_\_\_\_

1    2    3    4    5

### HONESTY:

Approached the conflict with honesty, taking  
responsibility and fully disclosing personal agenda's

\_\_\_\_\_

1    2    3    4    5

### INFORMATION:

Gave information, offered specific examples of the  
difficult behavior/ decision

\_\_\_\_\_

1    2    3    4    5

### LISTENED:

Listened without blocking or isolating the voice of the  
other(s)

\_\_\_\_\_

1    2    3    4    5

### PROCESS:

Was conscious of the ethics of the process used to  
resolve the conflict

Comments: