

5 Steps to Solving Conflicts Collaboratively

Step 1 Preparation before the conversation:

- Understand your position and what your underlying motivation (interest) is
- Try and explore the issue from all sides

Step 2 Negotiate a time to have the conversation:

- Collaboration means respecting the other person's schedule as well as your own

Step 3 Use neutral, assertive language skills to explain your perspective:

- Focus on your interest and rationale for needing to solve the problem
- Don't get hung up on your position
- Be genuine in your desire to solve the issue

Step 4 Seek to understand the other person's position and underlying motivation (interest):

- Use attentive listening
- Remain curious, do not become judgmental
- Self-manage, do not allow yourself to be triggered

Step 5 Negotiate a solution that is collaborative based on both party's interests:

- Brainstorm
- Agree to try the new solution
- Set a mutually agreeable time to review and "tweak" if necessary

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