



Four Crucial Steps in Conflict Resolution – P.R.E.P. Reminders



Four Crucial Steps in Conflict Resolution


- P. Plan the Conversation**
- R. Review Three Reasons**
- E. Emotion Check-In**
- P. Perfect Listening Skills**

Prepare!




P. Plan the Conversation

1. Plan Your Warm Open - *Sincere. Specific. Appropriate.*
2. Plan Problem Statement - *Facts. One Sentence. Agree?*
3. Plan to Ask for their Input - *Ideas Discussed.*
4. Plan to Summarize - *Review. Next steps.*




R. Review Three Reasons:

- 1) What's their communication Style? *Can I adapt?*
- 2) What's their top motivator, interest? *Can I understand?*
- 3) Do we have unresolved history? *Is there anything I can say or do?*



E. Emotion Check:

H.A.L.T. - If I am hungry, angry, lonely or tired, can I have this conversation at a another time?



P. Perfect Listening Skills

"I am focused on hearing in a determined and energetic way."

"I demonstrate my desire to understand by asking questions and listening with no agenda, other than to understand."

Tell Me More.... **What Else?** **Silence...**