



CONFLICT RESOLUTION SCENARIO GUIDE

*Sample scripts and steps to manage common
workplace conflicts*

Conflict in the workplace is normal, but unresolved conflict can harm team morale, productivity, and retention. This guide provides a simple, structured approach to resolving common workplace conflicts.



PREPARE

- Understand the situation and gather facts.
- Identify interests and needs of all parties involved.



SET THE STAGE

- Schedule a private, neutral space for discussion.
- Ensure both parties are ready and willing to engage.



FACILITATE DISCUSSION

- Use active listening and acknowledge feelings.
- Encourage parties to express their perspective without interruption.



IDENTIFY COMMON GROUND

- Summarize what both sides agree on.
- Identify the core issues and underlying interests.



GENERATE SOLUTIONS

- Brainstorm possible solutions collaboratively.
- Evaluate options for feasibility and fairness.



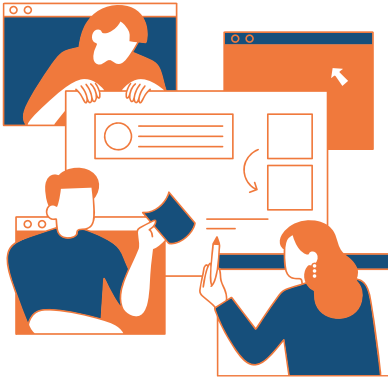
AGREE ON ACTION

- Document agreed-upon steps.
- Set follow-up dates to review progress.



FOLLOW-UP

- Check in regularly to ensure resolution is maintained.
- Adjust solutions if needed.



SCENARIO 1: MISCOMMUNICATION BETWEEN TEAM MEMBERS

Situation: Two employees disagree on project responsibilities.

Sample Script:

Manager: "I understand there's some confusion about who is responsible for each task. Let's go through the project together and clarify responsibilities. Can each of you share how you see your role?"

Employee A/B: Share perspectives.

Manager: "Thank you. Based on what you both shared, here's how we can split responsibilities moving forward...Does that feel fair?"



SCENARIO 2: PERSONALITY CLASH

Situation: Two colleagues repeatedly argue during meetings.

Sample Script:

Manager: "I've noticed tension in meetings between you and [Colleague]. I'd like us to discuss what's causing it and how we can work more effectively together."

Employee: Shares perspective.

Manager: "I hear that you feel [X] and [Colleague] feels [Y]. Let's find a compromise that allows both of you to contribute positively. What solutions do you suggest?"



SCENARIO 3: PERFORMANCE ISSUES CAUSING FRICTION

Situation: One employee's mistakes impact another's work.

Sample Script:

Manager: "I want to take about recent errors that have affected the team. Can you walk me through what happened from your perspective?"

Employee: Shares perspective.

Manager: "Thank you for sharing. Moving forward, let's plan to prevent these issues. [Come up with plans together]. How can I support you in meeting these expectations?"



SCENARIO 4: MANAGER-EMPLOYEE TENSION

Situation: Employee feels micromanaged.

Sample Script:

Manager: "I've notices you seem frustrated with my oversight. I want to understand your perspective so we can work better together."

Employee: Shares perspective.

Manager: "I see how my approach might feel overwhelming. Let's agree on checkpoints that give you autonomy while keeping me informed."

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