

Workplace Conflict Checklist

Managing conflict in the workplace is a key component of a healthy supportive work environment where employees can thrive, and in turn, support the organization's goals. This checklist provides a basic structure for approaching conflicts to restore civility and respect. While the tool provides specific steps to resolve problems raised to HR, it is designed as one pathway to resolution rather than a prescription for all complaints.

1. Identification Phase

- ☐ **Schedule a Meeting:** Address the problem in person, ideally in a neutral location, to facilitate open communication.
- ☐ **Set Ground Rules:** Encourage all parties to engage with respect and empathy, emphasizing the importance of listening to understand one another's perspectives.
- ☐ **Describe the Conflict:** Have each participant articulate the conflict and their desired outcomes using "I" statements to promote ownership of the conversation, focusing on specific behaviors rather than personal attacks.
- ☐ **Restate for Understanding:** Encourage participants to restate what others have said to ensure clarity and demonstrate active listening.
- ☐ **Summarize the Conflict:** As a facilitator, summarize the issues at hand and seek agreement from all participants on this understanding.

2. Solution Phase

- ☐ **Brainstorm Solutions:** Foster a collaborative atmosphere to discuss possible solutions positively.
- ☐ **Rule Out Unworkable Options:** Eliminate any solutions that participants agree cannot be implemented.
- ☐ **Summarize Possible Options:** Clearly outline all feasible solutions identified during the discussion.
- ☐ **Agree on Next Steps:** Ensure that all parties are on the same page regarding the agreed-upon next steps to resolve the conflict.
- ☐ **Close on a Positive Note:** End the meeting by encouraging participants to shake hands, apologize, and thank each other for their efforts in resolving the conflict.