

# CONFLICT RESOLUTION NAVIGATOR

## Purpose

Transform disagreements into better solutions by addressing both the substantive issues and relationship dynamics.

## Instructions

Use this worksheet when facing a significant conflict that needs resolution.

### Part 1: Conflict Description

#### Situation Overview

Briefly describe the conflict situation:

Current status of the conflict:

Urgency level: ☐ Low ☐ Medium ☐ High

#### Parties Involved

List all significant stakeholders in this conflict:

Person/Group	Their Perspective	Their Concerns	Their Desired Outcome


### My Role

My relationship to this conflict: ☐ Directly involved party ☐ Manager of involved parties ☐ Mediator ☐ Other: \_\_\_\_\_

My desired outcome:

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My potential biases or triggers:

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## Part 2: Conflict Analysis

### Type of Conflict

What kind(s) of conflict is this? (Check all that apply)

- ☐ Task conflict (what should be done)
- ☐ Process conflict (how it should be done)
- ☐ Authority conflict (who should decide)
- ☐ Interpersonal conflict (relationship issues)
- ☐ Identity conflict (values or self-perception)
- ☐ Resource conflict (competition for limited resources)
- ☐ Information conflict (different data or interpretations)
- ☐ Style conflict (different approaches or preferences)
- ☐ Other: \_\_\_\_\_

### Underlying Factors

What might be contributing to this conflict beyond the visible disagreement?

Historical context:

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Structural/systemic factors:

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Communication challenges:

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Emotional elements:

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Power dynamics:

**Impact Assessment**

How is this conflict affecting:

Work processes or outcomes:

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Team cohesion or culture:

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Individual wellbeing:

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External stakeholders:

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### Part 3: Resolution Approach Selection

Based on the conflict analysis, what approach is most appropriate?

#### Potential Approaches

Rate the suitability of each approach for this situation (1-5):

\_\_\_ Direct conversation between parties Why appropriate/inappropriate:

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\_\_\_ Mediated discussion Why appropriate/inappropriate:

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\_\_\_ Problem-solving workshop Why appropriate/inappropriate:

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\_\_\_ Structural changes to prevent recurrence Why appropriate/inappropriate:

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\_\_\_ Formal decision process Why appropriate/inappropriate:

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\_\_\_ Compromise negotiation Why appropriate/inappropriate:

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\_\_\_ Interest-based negotiation Why appropriate/inappropriate:

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\_\_\_ Temporarily stepping back Why appropriate/inappropriate:

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#### Selected Approach

Based on the ratings, my chosen approach is:

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Why this approach best fits this situation:

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## **Part 4: Conversation Preparation**

If your approach involves discussion or negotiation, prepare carefully:

### **Setting the Stage**

When and where will the conversation occur?

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Who should be present?

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What ground rules might be helpful?

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How will you create psychological safety?

### **Opening Framework**

How will you frame the purpose of the conversation?

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What tone do you want to establish?

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How will you acknowledge emotions without being consumed by them?

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### **Key Questions**

What questions will help uncover interests beyond positions?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

What questions will help generate options?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

What questions will help evaluate potential solutions?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

### **Potential Roadblocks**

What might derail the conversation?

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How will you respond if this happens?

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## **Part 5: Solution Development**

Work through these steps to develop sustainable resolutions:

### **Underlying Needs Identification**

What fundamental needs must be addressed for each party?

Party 1: \_\_\_\_\_ Core needs:  
\_\_\_\_\_

Party 2: \_\_\_\_\_ Core needs:  
\_\_\_\_\_

Party 3: \_\_\_\_\_ Core needs:

\_\_\_\_\_

Common/compatible needs:

\_\_\_\_\_  
\_\_\_\_\_

### Option Generation

List multiple potential solutions without evaluation:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_

### Solution Evaluation

For the most promising options, assess:

Solution	Meets Party 1 Needs	Meets Party 2 Needs	Meets Party 3 Needs	Feasibility	Long-term Sustainability

### Solution Refinement

How can the best option be improved?

\_\_\_\_\_  
\_\_\_\_\_

What specific elements need clarification?

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## Part 6: Implementation Planning

### Action Items

Specific steps to implement the solution:

1. \_\_\_\_\_  
Who's responsible: \_\_\_\_\_ By when: \_\_\_\_\_  
Success measures: \_\_\_\_\_
2. \_\_\_\_\_  
Who's responsible: \_\_\_\_\_ By when: \_\_\_\_\_  
Success measures: \_\_\_\_\_
3. \_\_\_\_\_  
Who's responsible: \_\_\_\_\_ By when: \_\_\_\_\_  
Success measures: \_\_\_\_\_

### Communication Plan

How will the resolution be communicated to:

Direct participants:

\_\_\_\_\_

Wider team:

\_\_\_\_\_

Other stakeholders:

\_\_\_\_\_

### Relationship Repair

Actions to rebuild trust and connection:



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Norms or agreements going forward:

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## **Part 7: Learning Integration**

### **Conflict Pattern Recognition**

Is this conflict part of a recurring pattern? ☐ Yes ☐ No ☐ Unsure

If yes, what broader issues need addressing?

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### **Prevention Strategies**

How might similar conflicts be prevented?

Process or structure changes:

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Communication improvements:

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Skill development needed:

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### **Learning Capture**

What can be learned from this conflict?

About the specific issue:

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About the team or organization:

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About conflict resolution approaches:

## Additional Context:

Healthy conflict resolution balances several principles:

- **Separate people from problems** - Address issues without attacking individuals
- **Focus on interests, not positions** - Dig beneath stated demands to find underlying needs
- **Generate options before deciding** - Avoid premature closure on solutions
- **Use objective criteria** - Evaluate options based on fair standards rather than power
- **Attend to relationship and substance** - Resolve both the issue and the interpersonal dynamics
- **Seek mutual gains** - Look for solutions that benefit all parties rather than win-lose outcomes

Remember that productive conflict is essential for team performance. The goal isn't to eliminate conflict but to transform it from destructive to constructive—creating better solutions through the integration of diverse perspectives.

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