



Troubleshooting in **Conflict** Resolution



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Troubleshooting in Conflict Resolution

Every conflict presents with its own unique qualities. Here are some troubleshooting questions and answers to guide you through a variety of possible scenarios.

What to do when...

The other person comes with a complaint of their own and tries to hijack the meeting.

Agree to talk about their concern, AFTER the two of you resolve your concern. If they ask why you get to go first, respectfully remind them that you requested first.

People start repeating themselves.

Point out that the person is repeating themselves and explain in your own words the point they are repeating.

"You've said that several times now. I'm guessing you think I am not hearing you, so let me make sure I've got this right." After reflecting back to them the part they were repeating, ask that you both move toward solutions.

Instead of committing, the other person says, "I'll try."

Thank them for their willingness to try, and ask them what part of the agreement are they willing to commit to. This also signals that the issue not going away until things actually change.

"I appreciate that you are willing to try, AND I'd really like to find some action that you're ready to commit to. I'll do the same, and that way we can avoid being back here again."



You tried but still can't find a true win/win resolution.

Negotiate a compromise. Compromise is when each person gives up some of what they wanted and the parties split the resolution down the middle.

Though not a win/win, compromise is sometimes the only solution in the moment.

You can't find ANY workable solution.

Acknowledge that you can't find a solution and respectfully conclude the conversation. "We've tried to find a win/win. We've tried to negotiate a compromise that we both can live with, and it looks like we can't find any workable solution at all. I appreciate that we both tried."

Then you'll need to decide what you want to do next.

Your only options are:

- 1) Escalate to a win/lose fight. (i.e. HR department or court)
- 2) Learn to live with it.
- 3) Walk away from the relationship.