

Communication Protocol to resolve conflict

Pre-Meeting/Conference

- Analyze the concern or problem
- Assess the timing and approach based on personality of individual /circumstances

Meeting or conference

- Establish guiding principals of respect, tone of voice, the spirit of resolution, mutual purpose
- Be transparent-do/don't statements
- Display empathy and reflective listening
- Apologize
- Brainstorm ideas for resolution
- Make a commitment to keep communication on the table moving forward