

COMMUNICATIONS CONFLICT RESOLUTION WHEEL

Applying a procedural consistency to how you use strong communication skills to navigate conflict resolution in the workplace is a powerful business skill and one that, when mastered, will assist your professional development to a higher level.

Lee Caraher, an expert in workplace relations, has developed the Communications Conflict Resolution Wheel, which when applied in a step-by-step manner can lead to a conclusive, proactive and solutions-focussed outcome.



- 1. Start with the fact of the matter** – not something subjective like “you’re late,” but the fact that is incontrovertible, such as “you got on the conference call that started at 10 am at 10:15 am.”
- 2. Articulate your assessment of the situation.** “My assessment is that you don’t think it’s important to be on time and that you have no respect for me, or anyone else.”
- 3. State your feelings.** Yes, feelings. Negative feelings are the engine of discontent and conflict and every time we don’t acknowledge them we are doing ourselves a disservice. “It makes me angry that you being late means I have to do things twice in order to make sure you’re caught up.”
- 4. Make a request that will help resolve the issue.** “My request is that you show up on time, ready to go, for meetings and conference calls; that means dialing in at least a minute before the call is supposed to start.”
- 5. And finally, make an offer** that will help the other person be successful with your request. “My offer to you is to set reminders on the calendar invites so it shows up earlier.” Usually, I find that my assessment was incorrect, and by allowing the other person to understand what got you to your feelings, they are able to reset for a productive conversation with a positive outcome.

Source: Lee Caraher, www.leecaraher.com