

ENDING CONFLICT WELL

Either at the end or shortly after a conflict discussion, it's important to check for mutual understanding about what will happen next. The aim is for those who have been involved in the conflict to come to some agreement about what a doable way forward might be in order to resume working together in a peaceful manner.

The exact nature of these agreements will depend on the unique circumstances of each conversation. Take a moment to reflect on how you close your conversation by answering whichever of the questions below seem applicable to you. Feel free to write your own:

WHAT'S NEXT AFTER A CONFLICT CONVERSATION?

Take stock and determine next steps:

- x Given what we have discussed, what are the actions or changes we are agreeing to? Who will do what, and how will we follow up?
- x Is there anything we've discussed that any of us needs time to reflect on before coming to agreement about next steps? If so, how and when will we come back together to discuss?
- x Did something come up that involves future action or people outside of the room to be involved? How will we get the support and help we need?
- x How will we talk outside the room after this conversation is over? Is there any messaging we need to agree on? Are there others we need to communicate about our agreements with? Are there broader changes we are asking of our team?
- x What do we each need in order to consider this matter is closed? Is there anything else I'm waiting for to feel like this matter is resolved?
- x Is what we've agreed to reasonable and doable for those involved? How will we know if it's not?
- x If there are things we still disagree on, how can we work together in a positive way while holding that disagreement? (What does it look like to "agree to disagree?")
- x Do we need to discuss this matter again in the future, or are we ready to proceed in our working relationship