



# 12 Steps to Resolving Conflicts



If Step 1 fails then schedule a meeting to address the problem at a natural place.

## Step 01

**Encourage** team members to resolve their own conflict before they bring it to you. Self-organized team members 1<sup>st</sup> try to resolve their own conflict.

## Step 02

**Set Ground Rules.** Ask all members to treat each other with respect. Try to listen actively and understand others' view.

## Step 03

Using one of the **listening techniques** that we covered in my agile training, ask each team member to describe the conflict, including designed changes. Use "I" and not "You" statements.

## Step 04

Focus on specific behaviors and problem rather the person. Ask each team members about their desired expectation from this conflict.

## Step 05

Ask team members to restate what other have said using paraphrasing or mirroring listening technique.

## Step 06

Summarize the conflict based on what you have heard and obtain agreement from team members.

## Step 07

Allow them to brainstorm possible solutions. Discuss all of the options in a positive manner with good intent.

## Step 08

Eliminate any options that you think will not work for your team.

## Step 09

Timebox your discussion, and summarize all possible options for a solution.

## Step 10

Request individual team member to verify viability of each options.

## Step 11

Ensure all members agree on the next steps with clear action items, timeframe, and next check point to validate the closure.

## Step 12

Close the meeting with positive note e.g. by asking team members to shake hands, apologize to each other. Also, thank them for involving and trusting you help them resolve conflict.

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