

Resolving Conflict Constructively

Linked to Case Study 5: The Colleagues in Conflict

Step 1 - Notice

Think of a recurring disagreement at work.

- What usually triggers it?
- How do you feel in those moments?

Step 2 - Reframe

Write down one sentence you could use to express the feeling behind your perspective (e.g. "I feel stressed because I value meeting deadlines.", "I feel uneasy because I value stability.", "I feel impatient because I value efficiency.")

Step 3 - Support

Think of the colleague you often disagree with.

- Who could you invite to help create a more constructive conversation (e.g. a manager, mentor, or neutral peer)?
- What is one practical step you could take to prepare for your next conversation (e.g. pausing to regulate your emotions, writing down your main point clearly, or choosing a calmer time to talk)?

