

What to do When Conflict Happens

THE C.A.L.M. MODEL

Clarify the Issue

- What am I upset about?
- What emotions am I feeling and why?
- Have I contributed to the problem?
- Am I just overreacting? If so, why?
- Where is the other person coming from?

Address the Problem

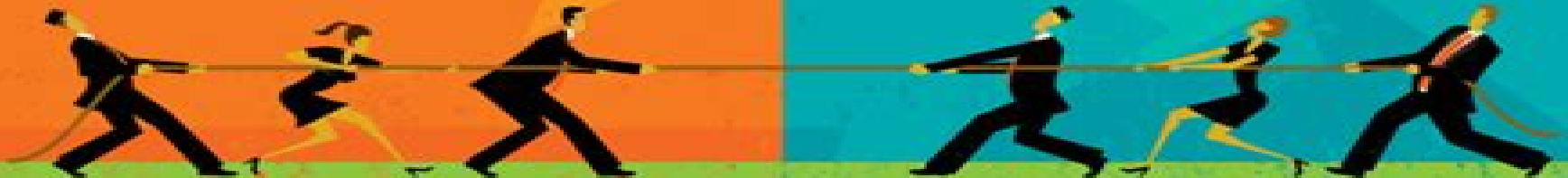
- Open with "I need your help to solve a problem I'm facing."
- Define the issue by asking what happened, how it made you/them feel, and potential negative impacts.
- Remember the goal is to reach a respectful, collaborative result.

Listen to the Other Side

- Give the other person your total attention.
- Never interrupt.
- Ask clarifying questions.
- Paraphrase what you've heard.
- Use positive body language.

Manage Way to Resolution

- Gain an agreement that the problem exists.
- Identify each other's concerns and needs.
- Explore win-win solutions.
- Agree on a course of action.
- Determine how to handle missteps.
- Close on a positive note.



Module Managing Conflict And Workplace Relationships

Rosina Ehmann



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