Team Rules for Handling Conflict

Address Issues Early

Tackle conflicts as soon as they arise to prevent escalation, maintaining a focus on finding solutions.

Use Active Listening

Give each team member an opportunity to speak without interruption and listen to understand rather than to respond.

Focus on the Issue

Address the behavior or specific issue, rather than attributing blame or making it personal.

Use "I" Statements

Speak from your own experience rather than assuming others' intentions (e.g., "I feel…" instead of "You always…").

Assume Positive Intent

Approach conflicts assuming that all team members have good intentions and are working towards shared goals.

Stay Solution Oriented

Focus on finding a resolution rather than dwelling on the problem or past mistakes.

Maintain Confidentiality

Keep discussions about conflicts within the team confidential to protect privacy and foster trust

Establish Accountability

Agree on actions or next steps after resolving a conflict and hold each other accountable to follow through on the decisions made.