

CHECKLIST

The 3D Formula for **MANAGING WORKPLACE CONFLICT**



RELATIONSHIPS AT WORK
Dispute Resolution Services





The 3D Formula for Managing Workplace Conflict

Solving the Business Problem

STEP #1: Assessing the Source(s) of Conflict: Which ones apply?

- ☐ **Organizational Structure**
- ☐ **Systems | Processes | Technology**
- ☐ **People | Roles & Responsibilities:**
 - a. Leadership Dynamics
 - b. Team Dysfunction
 - c. Individual Personality Conflicts
- ☐ **Events:**
 - a. Internal (e.g. change in leadership, lay-offs, etc.)
 - b. External (e.g. economy, COVID, etc.)

STEP #2: How serious is the Conflict? Which ones apply?

- ☐ **Level 1: Differences**
(different perspectives)
- ☐ **Level 2: Misunderstandings**
(breakdown in communication)
- ☐ **Level 3: Disagreements**
(lack of consensus or approval, difference of opinion)
- ☐ **Level 4: Discord**
(more than a lack of agreement and harmony, positional differences)
- ☐ **Level 5: Polarization**
(camps have formed; teams are divided)

STEP #3: What Actions have been taken so far:

- ☐ **No Action**
- ☐ **1:1 Conversations with the parties involved**
- ☐ **Leave of Absence** (for one or both of the parties)
- ☐ **Reassignment** (for one or both of the parties)
- ☐ **Restructuring of Roles & Responsibilities** (for one or both of the parties)
- ☐ **Disciplinary Action** (for one or both of the parties)
- ☐ **Conflict Management Class** (for one or both of the parties)
- ☐ **Conflict Coaching** (for one or both of the parties)
- ☐ **Mediation** (involving both parties)
- ☐ **Restorative Group Processes** (for team involved)
- ☐ **I'm not sure what next to do to solve the business problem(s) created**

ABOUT

Dr. Debra Dupree

Dr. Debra Dupree, the MINDSET Doc, transforms challenging confrontations into learning conversations, taking the 'sting' out of conflict.

She saw her own family-owned business embroiled in differences, leading to dashed dreams, damaged relationships, and broken hearts. She turned these early experiences into a lifeline for smart people who fear conflict by bringing in the brain science behind blow-ups and emotional reactions. People have a need to work but life doesn't always feel 'psychologically safe'.

Dr. D works with leaders and organizations to build a climate of courage and curiosity to set the tone for meaningful workplace settings.



Dr. Debra is a Dispute Resolution Specialist, Conflict | Leadership Coach, and International Trainer | Keynote Speaker. She hosts the podcast 'Decoding the Conflict Mindset'

Schedule a complimentary *Insight Session* to take action NOW!

TAKE ACTION NOW!



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