

## 6 Step Conflict Resolution Tool

### Complainer Step:

In the argument, my experience was \_\_\_\_, it made me feel \_\_\_\_, and it tapped into my core need for \_\_\_\_\_. (can't say "you, always, or never")

### Listener Steps:

#### 1-Summarize

**A-** Summarize their experience "So your experience was \_\_\_\_, it made you feel \_\_\_\_, and it tapped into your core need for \_\_\_\_, is that right?"

**B-** Apply the 50% rule by thinking about how you contributed to the argument and made it worse.

#### 2-Ownership

"I own that I contributed to the argument by \_\_\_\_" (allow for a moment of silence so it feels more genuine)

#### 3-Empathy

"I can see how me doing \_\_\_\_ would have made you feel \_\_\_\_" (allow for a moment of silence so it feels more genuine)

#### 4-Apology

"I'm sorry for how me doing \_\_\_\_ made you feel \_\_\_\_" (allow for a moment of silence so it feels more genuine)

#### 5-Make Amends

Think about changes you can make moving forward on the part you're owning that would also work for you. "Moving forward, how about I \_\_\_\_, what do you think? What else would you appreciate?"

**Swap Roles And Do The Steps Again!**