

Conflict Coaching Preparation Worksheet

Step 1: Identify the Conflict	
a. When did the conflict begin?	
b. What is the conflict about?	
c. How did you learn about the conflict?	
d. What steps, if any, have been taken to address the conflict?	
Step 2: Look beyond the conflict	
a. What do you believe is the cause of the conflict?	
b. What was your relationship with this person like previously?	
c. What do you see as a future relationship with this person (past the conflict)?	
Step 3: Gauge communication / lack thereof at this point	
Have you attempted talking to the person you conflict with?	
If YES, you have attempted talking: <ol style="list-style-type: none"> a. If it went well – follow-up on that conversation. b. If it went poorly consult with your RA or a trusted friend. 	If NO, you have not attempted talking: <ol style="list-style-type: none"> a. Why? (Are you nervous? Have you tried talking through things before?) b. Consider talking with your RA or a trusted friend so they can help you think through these questions.
** At this step loop in your RA, mentor, or trusted friend on this conversation happening**	
Step 4: Self Reflection / opportunity for an RA or trusted friend to provide advice	
a. Address any concerns presented in Step 3. <ul style="list-style-type: none"> • Understand the barriers preventing you from addressing the conflict (are you nervous, not sure how to go about it, etc.) It may be beneficial to write those here prior to talking with your RA or trusted friend. 	
*If you are ready to continue with the reflection/conversation, continue through step 4.	

b. Clarify your needs and interests (what do you need for this relationship to be successful? Why do you need that solution? Are there other things the other person(s) can do to meet your needs?)

c. Reality test the proposed solutions (consider these: what do you see as the strengths or weaknesses of this resolution option? Do you think the other person(s) can agree to this? etc.)

Be sure to review university policies—are your proposed solution consistent with expectations?

d. Ask your RA or trusted friend to help you prepare for the conversation (when will you have the conversation? How do you want to communicate with the other person(s) about needing to discuss an issue? How will you introduce the issue and your proposed solution?). **Set a timeline for when you will have the conversation with your RA / trusted friend and the person you conflict with.**

*Practice with your RA / trusted Friend if you need to role play starting that conversation

Step 5: Follow Up with your RA/Trusted Friend within the timeline agreed upon.

Conflict Resolved/Getting Better:

Recognize growth:

- Realize that you were able to successfully have a difficult conversation!
- Follow-up with your supports again in a few weeks to keep them updated on the relationship with the person(s) the conflict was with.

Conflict Ongoing/Escalating:

Recognize effort:

- Even if the conversation was unsuccessful, approaching conflict is difficult. Remind yourself that it was important that you tried!

Consult with RA / trusted friend:

- Your RA / trusted friend may help you prepare for a facilitated conversation led by them. Discuss with your RA / trusted friend their level of comfort regarding facilitating this convo.