

GOAL

- I would like to talk to you today about organisational conflict, how it is generated and what we can do to address it.
- Starting today we need to achieve lower levels of conflict between colleagues.

WAY FORWARD

M.A.P.

- What actions do you need to take to reduce conflict?
- By when will these actions be achieved?
- Tell me about how you are going to achieve your actions.
- How can I support you in reduce conflict with colleagues?
- How can colleagues support you with the plan?
- How will you review and monitor progress with your plan?
- What outcome will you be pleased with?
- When will we meet to discuss how you are progressing?

REALITY

NOW

- What might contribute to generating conflict with your colleagues?
- How long has this been going on for?
- When does conflict normally occur?
- How does it affect your work performance?
- How does it affect the group/unit performance?
- How does it make you feel?
- Is there a command or management structure within your team? How does it work?
- How does this affect the relationship with your colleagues?
- How have you tried to deal with this situation?

CHOICES

- What can be done to reduce organisational conflict?
- What can you do to help reduce conflict with colleagues?
- How can you change your actions to interact better with colleagues?
- What can your other colleagues do to addressing conflict in the workplace?
- Who else might you need to involve / have a conversation with about conflict in the workplace?

OPTION