



GOAL

- I would like to speak with you about the situation with
- I would like to agree some actions to help you change this going forward.

WAY FORWARD

M.A.P.

- What is the first thing you need to do now?
- What specifically will you do/say after that?
- And what will you need to do next?
- When will you act?
- How will you feel once you have addressed the issue?
- What on-going support do you need from me or others?
- Tell me what a successful outcome looks like for you
- When should we meet up to discuss how things are going?

REALITY

NOW

- Tell me how you see the situation/issue
- Why do you feel there is this conflict?
- When did it first start?
- How did it first start happening?
- When did it become a problem for you?
- How does the conflict affect/impact on you?
- How does the conflict make you feel?
- Who else does the conflict affect?
- How does the colleague you are having conflict with react and handle it?
- Why might he/she behave this way with you?
- What steps or actions have you taken to address the matter?
- How effective were these actions?

CHOICE

- What would you like to see happen next?
- What are the first steps you could take to address the issue?
- How would you feel about taking these steps?
- What support/skills will you need to act?
- Who else might you need to involve?
- What would happen if you took these steps?
- What do you think would happen if.....?
- What would a conversation with ... sound like?
- How might they respond and how would you feel?
- What other steps could you take?
- What worries you about acting?
- What support can I give you?

OPTION