



Introduction: It is normal for our workplace relationships to be impacted from time to time by misunderstandings and disagreements that can feel like conflict.

The next time you find yourself needing to realign, repair, or reconnect use this guide to walk through key best practices to ensure a constructive approach and outcome.



1. Cultivate Self-Awareness

What are your thoughts/feelings about having to approach this person?

What outcome do you ultimately seek from having this conversation? (Ask yourself: If this conversation went really well, what would it accomplish? How would we be feeling?)

2. Shift Your Mindset



What mindset/approach to this conversation will help you achieve your desired outcome?

What challenge might you face in reframing and shifting your default mindset?

3. Get Curious



As you prepare for the conversation, what do you know for sure? What do you not know for sure?

Once you are in the conversation, how can you use respectful inquiry to stay curious? What are some respectful inquiry questions you can use?

4. Stay in Dialogue



What are ways you can remind yourself to pay attention to the conditions (how you are talking) of the conversation, not only the content (what you are talking about)?

What can you say to the other person if you notice that you are no longer in dialogue?

Additional Reflections: