LEADERSHIP TOOL #11

CONFLICT NAVIGATOR

Use the chart below to describe a conflict you’ve recently encountered. Then, use the Green/Yellow/Red rating system to evaluate how successfully you implemented the six practices to resolve the conflict. At the bottom of the chart, write down your top two lessons to improve future conflict resolution.

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| **CONFLICT NAVIGATOR** |
| **Write a brief description below of a conflict you’ve recently encountered.** |
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| **Use the Green/Yellow/Red rating system below to evaluate how effectively you used the six practices to resolve the conflict you described above.**  |
| **CONFLICT RESOLUTION PRACTICE** | **RESOLUTION RATING** |
| **Green** | **Yellow** | **Red** |
| **PRACTICE #1: CULTIVATE TRUST** |
| My posture in the conflict was that of a restorer. |  |  |  |
| I listened to understand during the conflict. |  |  |  |
| I admitted what I did wrong. |  |  |  |
| I nurtured my value for the relationship over being right. |  |  |  |
| **PRACTICE #2: CHOOSE TIMING** |
| My emotional state was under control before we talked. |  |  |  |
| I was ready to own my part in causing the conflict. |  |  |  |
| I prepared in advance to address the conflict in a good way. |  |  |  |
| I first prayed about the conflict and for the people involved. |  |  |  |
| **PRACTICE #3: CLARIFY TENSION** |
| I carefully considered how I’d start the conversation. |  |  |  |
| I listened carefully without getting defensive. |  |  |  |
| I sought to understand and avoided making accusations. |  |  |  |
| I successfully clarified the real issue at hand. |  |  |  |
| **PRACTICE #4: COMMUNICATE TRUTH** |
| I articulated the facts I needed to communicate. |  |  |  |
| I practiced the appropriate balance of candor with care. |  |  |  |
| I cultivated dialogue instead of one-way communication. |  |  |  |
| **PRACTICE #5: CONTROL TONE** |
| I spoke in a healthy and grace-filled tone the entire time. |  |  |  |
| I spoke in a connecting tone rather than a correcting tone. |  |  |  |
| I was coaching upward rather than correcting downward. |  |  |  |
| **PRACTICE #6: COLLABORATE TOGETHER** |
| I acknowledged what united us. |  |  |  |
| I actively sought a win-win resolution. |  |  |  |
| I ended by identifying our next steps to move forward. |  |  |  |
| **LESSONS TO IMPROVE HOW I LEAD THROUGH CONFLICT** |
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