

Defuse Conflict in 3 Steps

Stress and fatigue can cause disagreements to flare up at a moment's notice. When a conflict occurs, use these steps to quickly defuse the tension so you and your team can focus on finding a solution.

1 RESPOND THOUGHTFULLY



Take a moment to thoughtfully respond to what is being said or done. **Avoid split-second reacting** that can escalate conflict.



Stay calm and manage your emotions. Try not to take any statements or actions personally.

2 AVOID BLAMING



Focus on the situation or problem, not the person. Avoid beginning your statements with "you" since this can sound like blaming. Instead, **start statements with "I."**



For example, instead of saying, "You don't care about patients," you can say "I am focused on the patient's care."

3 FOCUS ON THE FUTURE



This helps us to let go of the disagreement and **focus on a solution** and the most ideal outcome. It appeals to everyone's **best intentions** and provides a path for **moving forward** out of the conflict.



Use statements like, "What would be the best way to solve this?" or "How can we make this right?"

Adapted from **CLiMB™ Defuse Conflict in 3 Steps**

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PURPOSE

When you're surrounded by uncertainty, conflicts will inevitably happen. If you're unable to resolve them quickly, they can escalate and cause further stress and turmoil. Use this guide to quickly extinguish disagreements so you can focus on caring for yourself and your patients.

HOW TO USE THIS TOOL

1. Share this tool with individuals who would benefit or with teams for short discussion. When time allows, role play is a great tool for helping associates practice the model. If used in a huddle, rounding, or other team meeting, allow a few minutes to review the infographic.
2. Use these questions to prompt discussion and reflection:
 - What types of conflicts typically occur in your area?
 - Think of a recent disagreement you had or observed. What did either person specifically do or say that caused the conflict to escalate or continue without being resolved?
 - After reading this infographic, what could have been done differently to end the conflict quickly?
 - What other pointers or tips would you add to defuse conflict and ease tensions with co-workers?