

The 4 Speaker-Listener Steps to Resolving Conflict

The key to success is for the Leader to facilitate the conversation between two team members.

Step 1: Define the Issue

- Speaker 1 states his version of the issue. When finished, Listener 1 paraphrases what she hear. Speaker 1 confirms what Listener 1 said.
- Speaker 2 states her version of the issue. When finished, Listener 2 paraphrases what he heard. Speaker 2 confirms what Listener 1 heard.
- Leader confirms there is agreement on the issue that need to be resolved.

Step 2: Move to Solutions

- Speaker 1 states his ideas on how the issue can be resolved. Listener 1 paraphrases what she heard.
- Speaker 2 states her ideas on how the issue can be resolved, and Listener 2 paraphrases what he heard.

Step 3: Gain Agreement

- Leader summarizes the ideas and keeps both team members talking until an agreement is reached.
- Leader keeps Team Members focused on the issue at hand.

Step 4: Summarize Next Steps and Schedule Follow-up

- Leader brings the conversation to a close by summarizing the agreed upon actions.
- Leader schedules time to follow-up on progress.

Notes:
