

CONFLICT MANAGEMENT TEMPLATE

Document Information

	Information
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1.1 Template

1. Conflict Identification
Parties Involved: <i>List the individuals or groups in conflict.</i>
1.
2.
3.
Description of Conflict: <i>Provide a brief overview of the conflict, including its nature, background, and any relevant history.</i>
Goals/Objectives: <i>Clearly state the desired outcomes or resolutions for all parties involved.</i>
1.
2.
3.
2. Conflict Analysis
Root Causes: <i>Identify the underlying reasons for the conflict. These could include misunderstandings, differences in values or goals, or interpersonal issues.</i>
1.
2.
3.
Impact: <i>Describe the consequences of the conflict on individuals, teams, or the company.</i>

Stakeholders: <i>List all stakeholders affected by the conflict, both directly and indirectly.</i>	
1.	
2.	
3.	
3. Conflict Resolution Strategy	
Conflict Resolution Approach: <i>Choose an appropriate approach for addressing the conflict.</i>	
<input type="radio"/>	Collaboration: Encourage open communication and problem-solving to find mutually beneficial solutions.
<input type="radio"/>	Compromise: Seek middle-ground solutions that partially satisfy all parties.
<input type="radio"/>	Avoidance: Temporarily avoid the conflict when it's not the right time to address it.
<input type="radio"/>	Accommodation: Yield to the other party's wishes to maintain harmony.
<input type="radio"/>	Competing: Assert your own interests and goals over others.
Communication Plan: <i>Outline how you will communicate with the parties involved, including meeting schedules, agendas, and the use of neutral mediators if necessary.</i>	
Conflict Resolution Timeline: <i>Set a reasonable timeframe for resolving the conflict.</i>	
Date	Action
4. Conflict Resolution Actions	
Meetings: <i>Schedule and conduct meetings with the involved parties to discuss the conflict, its impact, and potential solutions.</i>	
Mediation/Third-Party Involvement: <i>If necessary, involve a neutral third party to facilitate the resolution process.</i>	
Problem-Solving: <i>Encourage collaborative problem-solving sessions to identify and evaluate potential solutions.</i>	
Agreements: <i>Document any agreements reached during the conflict resolution process, including action plans and responsibilities.</i>	

Follow-up: Establish a plan for follow-up and ongoing communication to ensure that the resolution is working and that any issues are addressed promptly.

5. Monitoring and Evaluation

Progress Tracking: Continuously monitor the progress of the conflict resolution plan to ensure that it is on track.

Feedback: Collect feedback from the involved parties to assess their satisfaction with the resolution process and outcomes.

Adjustments: Be prepared to adjust the resolution plan if new issues arise or if the initial solutions do not work as expected.

6. Closure

Resolution Documentation: Formalize the resolution by documenting the agreed-upon solutions and any changes in policies or procedures.

Communication: Notify all stakeholders about the resolution and the steps taken to address the conflict.

Learning: Reflect on the conflict resolution process and identify any lessons learned that can be applied to future conflict situations.

Remember that conflict management is a dynamic process, and each conflict may require a unique approach. Use this template as a guide and adapt it as needed for specific conflicts and situations.