



Conflict clarification worksheet

Follow the steps to clarify your conflict.

Situation

What you were doing, where you were, who you were with, and when it happened.

Ex: In our last three meetings with the leadership team...

Behavior

The specific, concrete behavior you noticed (try not to generalize or use words like “you always.”)

Ex: I noticed you interrupted me multiple times. For example, when I was answering questions about my work, you spoke over me and talked for 5-10minutes.

Impact

What happened as a result. How did you feel? How was your work impacted? What story did you make up?

Ex: I felt a little embarrassed. I was only able to get partway through my proposal, and I wondered if you don't trust me to present my own findings.

Request

Something specific and reasonable that you'd like to have happen instead.

Ex: Next time, please try not to interrupt while I'm presenting my work. If you have something to add, I'd love to hear it when I'm finished.