**Speak to Team Members Individually**

I will start by having an informal one-on-one conversation with each team member involved in the conflict. This way I can hear people's concerns in a safe, confidential setting.

**Bring People Together**

Once I have got a better understanding of everyone's perspectives, it's time to bring the relevant parties together and act as a moderator.

Some ground rules will be set before getting the conversation underway. I will encourage team members to listen to one another, respect each other's points of view, and not interrupt or make personal comments. During the conversation, I will:

* Moderate to keep the tone of the conversation calm and non-threatening.
* Encourage active listening so people really understand where the other person is coming from.
* Encourage individuals to share ideas. What do they want or need? What would they be prepared to commit to?
* Ask them about situations where they've worked well together in the past. See if they can build on those positive experiences.

**Draw up a Plan**

I will ask the parties to detail agreed-on actions for carrying out the task. And get each to commit to this strategy. A timetable for actions will be drawn up, ticking them off as and when they are achieved. Hold all relevant parties accountable.