

# Conflict Resolution Protocol

1. **Identify the Conflict:**
  - ✧ Recognize the presence of a conflict within the team.
  - ✧ Encourage team members to communicate openly about the issue.
2. **Active Listening:**
  - ✧ Ensure active listening during conflict discussions.
  - ✧ Team members should listen without interruption and ask clarifying questions to fully understand the problem.
3. **Stay Calm and Respectful:**
  - ✧ Emphasize the importance of maintaining a calm and respectful tone during conflict discussions.
  - ✧ Discourage blaming, accusatory language, or personal attacks.
4. **Private Discussion (if applicable):**
  - ✧ If the conflict involves only specific team members, encourage a private discussion to address the issue.
5. **Identify the Root Cause:**
  - ✧ Work together to identify the underlying issues causing the conflict.
  - ✧ Often, conflicts arise from miscommunication, misunderstandings, differing perspectives, or external pressures.
6. **Brainstorm Solutions:**
  - ✧ Encourage the team to brainstorm potential solutions to the conflict.
  - ✧ Consider the pros and cons of each solution without immediate judgment.
7. **Select a Solution:**
  - ✧ Once multiple solutions have been proposed, select the one that best addresses the root cause and aligns with the team's goals.
  - ✧ Ensure that the chosen solution is agreed upon by the majority of the team.
8. **Document Agreements:**
  - ✧ Write down the agreed-upon solution and any specific action steps.
  - ✧ Ensure that everyone involved is clear about their responsibilities and the deadlines for implementing the solution.
9. **Follow Up:**
  - ✧ Set a follow-up date to review the progress made in implementing the agreed-upon solution.
  - ✧ If the conflict persists, discuss any necessary adjustments or additional steps.
10. **Learn and Grow:**
  - ✧ Encourage the team to view conflicts as opportunities for growth and learning.
  - ✧ Discuss what can be done differently in the future to prevent similar conflicts.
11. **Continuous Improvement:**
  - ✧ Regularly review and refine the conflict resolution process based on team feedback and evolving needs.
  - ✧ Ensure that the conflict resolution protocol remains effective and efficient.

## **Particular situations:**

### **1. If a Member Fails to Meet Deadlines:**

#### **Prevention:**

- ✧ Initially, establish clear deadlines and deliverables for each team member.
- ✧ Encourage team members to communicate any concerns about meeting deadlines as early as possible.
- ✧ Commit frequently and communicate the task progress in stand-up meeting.

#### **Resolution:**

- ✧ Have group discussion to understand the reasons behind the delay.
- ✧ Offer support or reassign tasks if necessary.
- ✧ Adjust the task deadline if the delay affects subsequent tasks.

### **2. If the Group Has Issues Reaching Consensus or Problem Solving:**

#### **Resolution:**

- ✧ Encourage open discussion to understand different viewpoints.
- ✧ In case of division, conduct a consensus-building process.
  - ✓ Each team member states their opinion, backed by relevant resources.
  - ✓ Other group members cast their votes in support of the opinions they agree with.
  - ✓ The opinion with the most support from the group will be adopted.

### **3. If a Member Gets Sick:**

#### **Resolution:**

- ✧ When a team member falls ill, ensure they focus on their health and recovery.
- ✧ Redistribute their tasks among other team members.
- ✧ Adjust the project timeline.
- ✧ When the sick team member is ready, provide assistance with catching up.