

What's Your "Favorite" Conflict Cocktail?



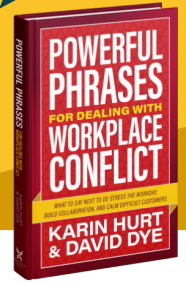
WE CALL IT

That's a Conflict Cocktail!

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GOAT POWERFUL -PHRASES- *For Dealing With* **WORKPLACE CONFLICT**

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Connection



"Tell me more."

"It sounds like you're feeling _____, is that right?"

"I care about (you, this team, this project), and I'm confident we can find a solution we can all work with."

Clarity



"What would a successful outcome do for you?"

"What I'm hearing you say is _____, do I have that right?"

"Let's start with what we agree on."

Curiosity



"I'm curious how this looks from your perspective."

"What do you suggest we do next?"

"What can I do to support you right now?"

Commitment



"What's one action we can both agree to as a next step?"

"To recap, we've agreed to _____. Is that your understanding?"

"Let's schedule time to talk about this again and see how our solution is working."