# Communications Conflict Resolution Wheel

Lee Caraher

Applying a procedural consistency to how you use strong communication skills to navigate conflict resolution in the workplace is a powerful business skill and one that, when mastered, will assist your professional development to a higher level.

Lee Caraher, an expert in workplace relations, has developed the Communications Conflict Resolution Wheel, which when applied in a step-by-step manner can lead to a conclusive, proactive and solutions-focussed outcome.

start here

fact

offer

conflict communication wheel

assessment

request

feelings
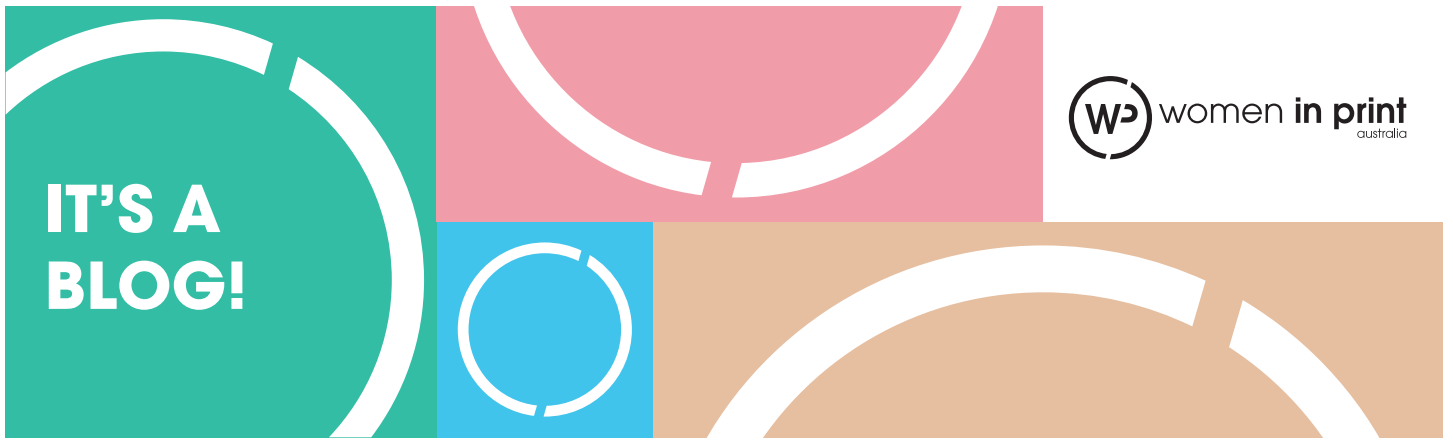
1. **Start with the fact of the matter** – not something subjective like "you're late," but the fact that is incontrovertible, such as "you got on the conference call that started at 10 am at 10:15 am."

2. **Articulate your assessment of the situation.** "My assessment is that you don't think it's important to be on time and that you have no respect for me, or anyone else."

3. **State your feelings.** Yes, feelings. Negative feelings are the engine of discontent and conflict and every time we don't acknowledge them we are doing ourselves a disservice. "It makes me angry that you being late means I have to do things twice in order to make sure you're caught up."

4. **Make a request that will help resolve the issue.** "My request is that you show up on time, ready to go, for meetings and conference calls; that means dialing in at least a minute before the call is supposed to start."

5. **And finally, make an offer** that will help the other person be successful with your request. "My offer to you is to set reminders on the calendar invites so it shows up earlier." Usually, I find that my assessment was incorrect, and by allowing the other person to understand what got you to your feelings, they are able to reset for a productive conversation with a positive outcome.

Source: Lee Caraher, www.leecaraher.com

About the author

Lee is the founder and CEO of a highly sought after communications firm known for producing great results with its innovative approach to traditional, digital and experiential programs. She has a long history of leading high-performing, multi-generational teams that enjoy working together. Lee is a champion for creating a positive workplace culture that fully supports its talent, even when they choose to move on. She takes the long view to support employees building their own personal brands that balance loyalties to themselves and their employers. Lee believes that companies able to inspire lifetime loyalty from employees — currently or formerly employed — are the companies that are best suited to thrive. She has long recognized that people will leave employers and understands the real problems this causes for companies.