



Conflict Resolution Script

1. Inquire about the contributing event:

“What is one thing causing you to have negative thoughts or emotions?”

2. Summarize what you are hearing:

“I hear you saying that ___”

3. Ask for more information regarding thoughts or emotions:

Ex: “I heard you say that you are feeling _____. When you are feeling ____, what are your thoughts?”

Ex: I heard you say that you were thinking _____. When you are thinking ____, what are your emotions?”

4. Validate thoughts and emotions:

Examples:

“If I thought that, I would have felt the same way”

“Given that you were thinking ____, it’s only natural you felt ___”

“I think anyone thinking ___ would feel ___”

“I understand how you could feel that way”

“I can see you feel that very strongly”

“I can tell this hurts”

5. Ask for more information about behavior:

“When you felt ____, and thought ____, what did you do?”

Example responses: I tried to talk to you; I avoided the conversation; I responded in anger by yelling; I went for a walk; etc



6. Validate behavior:

“It’s natural that if you were thinking ____, and feeling ____, that you would do ____”

“That behavior makes sense given that you were thinking ____, and feeling ____”

7. Find an earlier root cause:

“Did you experience that emotion as a child?”

If no, skip to #10

If yes, ask “What happened? How old were you?”

8. Summarize and validate past experience:

“I’m so sorry you experienced _____. That must have been so difficult.”

9. Relate the past to the present:

“What connection are you making, if at all, to what happened in the past, to what happened recently?”

10. Create a solution:

“It would help me if you could give me an I want or an I need statement?”

Example needs and wants might include an apology, a hug, a plan of action, changed behavior, another person to take ownership, or agree to disagree.

11. Negotiate a win-win:

“I hear you saying that you feel ____ and you need ____, and here is what I can freely give: _____”

You may accept the request or modify the request.

Do not make promises you cannot keep.

Be truthful on what you can freely give.