



FIRE FIGHTING FOR LEADERS

Definition of conflict: _____

Reasons for Workplace Conflict:

Stages of Conflict



Discomfort:
Incident:
Misunderstanding:
Tension:
CRISIS:

Conflict Reaction Profile

Record your reaction to the following statements. Read each item carefully and place a number from the answer scale next to each statement.

Numbering Scale

1 – Seldom

2 – Sometimes

3 – Most of the time

1. _____ I can be swayed to someone else's point of view.
2. _____ I shut down people who I disagree with.
3. _____ I address the issue at hand diplomatically and do not attack the individual.
4. _____ I think that others try to "bully" their way with me.
5. _____ I express my thoughts and beliefs tactfully when they differ from those just expressed.
6. _____ Rather than offer my opinion when I disagree with someone, I keep it to myself.
7. _____ I listen to other people's point of view with an open mind.
8. _____ I let my emotions get the best of me.
9. _____ I raise my voice to make my point.
10. _____ I tend to belittle other people when making my point.
11. _____ I look for ways to negotiate and compromise with others.
12. _____ I have been told I am too pushy.
13. _____ I make sure I have my opinion heard in any controversy.
14. _____ I think conflict in meetings is necessary.
15. _____ I am the most vocal in meetings when trying to get my point across.

Conflict Reaction Profile Score

Scoring:

Add the total score from questions 1, 2, 4, 6, 8, 9, 10, 12, 13, 14, 15

Subtract the sum of the score from questions 3, 5, 7, 11

Total: _____

5 STEPS

1. Smoke signals: Does it need to be addressed?

-
-

2. Find out the 'needs' of each person involved.

3. Generate Ideas

4. Identify solutions both parties can support

5. Mutual Agreement

FIRE STARTERS



Words or Phrases that FUEL Conflict

-
-
-
-
-
-
-
-
-



FIRE EXTINGUISH

F

I

R

E

Extinguishing Employee Fires Intention/Commitment Sheet

"Until one is committed there is hesitancy, the chance to draw back, always ineffectiveness"

(W. H. Murray)

Three major things I learned are:

Three skills I commit to use regularly are:

Three specific actions I will take are:

I will check back with myself regarding the above on

(Dates): _____

Signed: _____

Effective, professional, and results-driven executive retreats, teambuilding workshops, strategy planning sessions, Human Resources process refresh to cultivate culture excellence.

Email: Amy@willozconsulting.com

Call: 281-468-7989

www.willozconsulting.com

[Facebook/willozconsulting.com](https://www.facebook.com/willozconsulting.com)

