



Clara has spent the majority of her career in various leadership roles. She started by presenting training topics at the ER facility she was working at while attending college. After graduation, she was offered a Lead Technician role which involved training and educating the team. Clara learned that she had a desire to inspire and develop the team's technical skills using a hands on approach. Earning her RVT in 2010 and her CVPM in 2021, Clara wanted to expand her passion for training to empowering and mentoring leaders. Recently, she has elevated her leadership skills by earning her Enneagram Coach Accreditation. She has created a monthly leadership fundamentals course for her veterinary hospital as part of their vision to empower and cultivate leaders within our industry.

A decorative border made of watercolor brushstrokes in shades of teal, green, and brown, framing the central text.

WE ARE ON THE SAME TEAM

HOW to Accomplish Collaborative Conflict Resolution

Clara Pelton, BS, RVT, CVPM,
Enneagram Coach

Why are Conflict Resolution skills an important leadership fundamental?

- Ability to identify the conflict
- Create & maintain healthy relationships
- Avoids escalation
- Improves operations
- Accountability & consequences
- Feedback
- Reduces stress & anxiety
- Higher job satisfaction





Golden Rule

Treat others the
way you want to
be treated.



Platinum Rule

Treat others the
way **THEY** want to
be treated.

Finding common
ground can start a
connection

Allows all parties to
obtain a satisfactory
solution to the conflict

Opportunity to create
multiple options for a
solution

Why is collaboration
important during
conflict resolution?

What is the ultimate
goal?

How to approach conflict resolution

Stay calm &
control
your
emotions

Be
proactive in
resolving
the conflict

Timely but
consider
time & place

ACTIVELY
listen

Clarify the
conflict

Apologize

CONFLICT

Conflict Resolution Engagement Approach

EXPLAIN ISSUE

ACTIVELY LISTEN

ASK QUESTIONS

REPEAT
CONCERNS

CLARIFY

EXPLAIN ISSUE

ACTIVELY LISTEN

ASK QUESTIONS

REPEAT
CONCERNS

CLARIFY

AGREE ON
BOTTOM LINE

COLLABORATE ON
SOLUTION

ACTION PLAN

During conflict
resolution, how can
leaders engage both
parties to collaborate
on a solution?

Clarify the conflict and
agree on a solution

Apologize, learn
& grow

Pause & reflect

Troubleshooting the what if...

What if the
other person
is not open
minded?

What if the
interaction
escalates?

What if
they
quit?



Building a Bridge

The goal is to acknowledge and validate each person's thoughts and feelings.

*"I appreciate
you bringing
this to my
attention."*

*"Can we start by
agreeing that we
are all here to help
people and pets?"*

*"I can see you're
frustrated. Please
tell me more about
what is upsetting
you?"*


*"Thank you for
taking the time to
meet with me."*

*"I hear your
concerns. How
can I help?"*




Building relationships through empathy

Leaders who have healthy & strong connections are more likely to resolve conflict.

- Relationships first, operations second
 - Trust, respect and integrity
 - Others oriented leadership
 - Candid with care
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Conflict Resolution Summary



- Understanding the conflict
 - Engagement with an open mind
 - Collaboration on a solution
 - Growth mindset
 - Approach
 - Actively listen
 - Follow-up
 - Appreciation
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I appreciate your time this
afternoon.

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palms & Paws



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