Use the following questions to reflect on how conflicts are currently handled in your business and to create a structured approach to resolving them effectively. The goal is to identify gaps, define clear policies, and establish consistent methods for conflict resolution.

1. **Current State Assessment:**
   How are conflicts typically identified and addressed within your business? Are there specific patterns or recurring issues that need to be managed more effectively?

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2. **Responsibility and Reporting:**
   Who should be responsible for handling conflicts (e.g., managers, HR, team leads)? What is the process for employees to report conflicts, and how should confidentiality be maintained?

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3. **Resolution Process:**
   What steps should be followed when a conflict arises (e.g., initial conversation, mediation, documentation)? How will you ensure that the process is fair and consistent for all parties involved?

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4. **Communication Standards:**

How will communication be managed during conflict resolution (e.g., direct conversations, written reports, third-party mediation)? What guidelines should be established to keep discussions respectful and productive?

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5. **Training and Support:**

What training and resources will you provide to managers and staff to help them recognize, de-escalate, and resolve conflicts effectively?

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6. **Follow-Up and Accountability:**

How will you track the outcomes of conflict resolution efforts? What measures will you use to evaluate whether the resolution is effective and to prevent similar conflicts in the future?

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7. **Policy Documentation and Review:**

How will the conflict resolution policy be documented and communicated to employees? How often will you review and update the policy to ensure it remains effective and relevant?

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Now that you have gone through the previous questions and answered them, make sure that you have structured documents incorporating the information you just answered. If you have pre-existing documents, make sure that you replace old policies with the new ideas and structures. Without a proper conflict resolution policy and training completed with your management team, you will part ways with some potentially good team members.

You can also use this document to create other policies and guidelines for your business needs, just change out the word communication for anything else you need. It could be a tardiness policy, disciplinary action guideline, or much more.