

Conflict Resolution and Difficult Conversation Guide

Toolkit 5, Chapter 2 Downloadable Tool CIIS Employer HR Resources



Purpose: Help managers prepare for difficult conversations, address workplace conflict, and agree on follow-up steps.

How to use: Work through each section before and during the conversation. Add notes and action items as you go.

1. Conflict Summary	Response / Notes
What is the work issue or behaviour that needs to be addressed?	
What facts are available?	
What assumptions need to be checked before the conversation?	

2. Conversation Preparation	Response / Notes
What outcome is needed?	
What examples will be used?	
What questions should be asked to understand the employee perspective?	

3. Agreement and Follow-Up	Response / Notes
What actions were agreed?	
Who is responsible for each action?	
When will follow-up occur?	

4. Relationship Repair	Response / Notes
What needs to be clarified with the broader team, if anything?	
How will professional working relationships be supported after the conversation?	