

# NAVIGATING CONFLICT WITH CONFIDENCE

## A PRACTICAL GUIDE FOR LEADERS

Conflict is a normal part of leadership—but avoiding it often creates bigger problems. This worksheet is designed to help prepare for difficult conversations with greater clarity, confidence, and intention. It does not eliminate discomfort, but it does help to approach conflict thoughtfully and constructively.

1

### IDENTIFY THE CONFLICT CLEARLY

What is the real issue that needs to be addressed?

- What behavior, situation, or pattern is creating concern?
- What facts do I know (not assumptions or interpretations)?
- What happens if this conflict continues unaddressed?

### CHECK YOUR MINDSET

How you enter the conversation matters.

- What emotions am I bringing into this conversation?
- What assumptions do I need to set aside?
- What outcome am I hoping for—understanding, alignment, resolution?

2

3

### CONSIDER THE OTHER PERSPECTIVE

Conflict includes more than one viewpoint.

- What pressures, experiences, or concerns might the other person be carrying?
- How might they describe this situation?
- What do I need to understand before I respond?

### CLARIFY YOUR INTENT

What is my purpose in addressing this conflict?

- What message must be communicated clearly?
- What is not the goal of this conversation (e.g., blame, winning, proving a point)?
- How will I keep the conversation focused on the issue—not the person?

4

5

### AGREEMENT, BUY-IN & NEXT STEPS

Progress requires shared ownership.

- What outcome or next step are we working toward?
- What actions are we agreeing to together?
- How will we follow up or check progress?
- How will I confirm mutual understanding and commitment?

Confidence in conflict comes from preparation, perspective, and purpose. When leaders approach difficult conversations with intention, conflict becomes an opportunity for clarity, growth, and stronger relationships.