

Key Skills Required When Handling Conflict

Cheat Sheet

Be Assertive & Use D.E.S.C

Describe The Person's Behaviour

Express Your Feelings

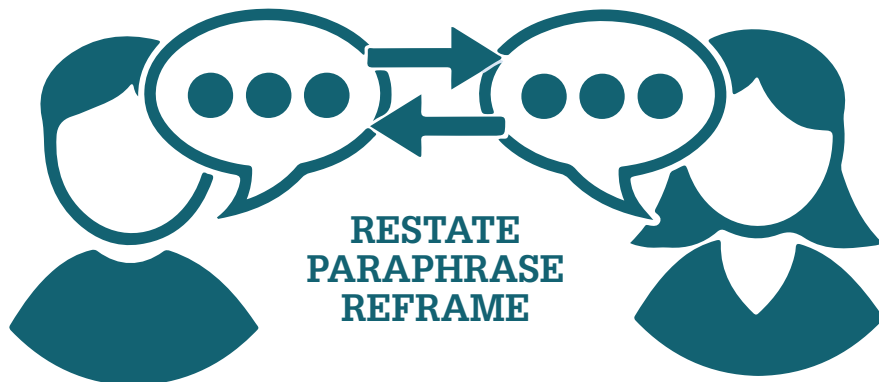
Specify Change

Consequence Explained

Example

"John, I've noticed you constantly undermining Jack in the office over the last few weeks, I'm not impressed that you would put a colleague down like this, I'd like an end to this otherwise we will have to call a disciplinary meeting."

Actively Listen



Show Empathy

