Team Member Name: _____

COMMUNICATION & CONFLICT RESOLUTION PROFILE

☐ Rather than talking to other people, come to me directly when you have a problem with me.

☐ When possible, do not criticize me or express negative inter-personal feelings in front of clients, colleagues, and/or co-workers; ask to speak to me in private.

☐ Before addressing something difficult, ask me if it's an OK time for me to talk about a potentially sensitive matter.

☐ Don't enter into our conversation with assumptions and accusations. Rather ask me what happened or what my intent was (ask rather than accuse). Tell me what you experienced or perceived and ask me what I experienced or perceived. ("It seemed to me that you were publicly criticizing me when you Slacked me in our program channel. What was your intent?").

☐ Be solution-oriented rather than simply critical. Instead of competing with me over who's right, let's work together as colleagues to solve the problem.

☐ Listen to me when I speak. Do not interrupt or make impatient gestures.

☐ Do not yell but, rather, maintain your normal conversational volume when talking about the problem.

☐ Regarding addressing difficult issues by phone or in writing, I

    ☐ prefer that notes, voicemail/phone calls be only used to schedule a time to talk.

    ☐ prefer or am open to initial communication about the problem by writing/phone/voicemail

    ☐ want to always be addressed in person.

☐ Personal space is important to me, and I prefer to maintain arm's length distance (or some other measure: _____) when discussing a charged issue.

☐ While I like a good joke, I find jokes can backfire during stressful conversations and ask that you refrain from them when we are talking about difficult issues.

☐ While we are speaking about difficult issues, I ask that you refrain from the use of profanities.

☐ I prefer that you not touch me during conversations regarding difficult matters.

☐ Please do not point your finger at me while speaking to me.

☐ If possible, do not speak to me about difficult issues as soon as I arrive at work.

- ☐ If possible, do not speak to me about difficult issues right before I leave work.

- ☐ It helps me greatly if you maintain eye contact with me.

- ☐ I prefer for us both to sit down when we discuss something difficult.

- ☐ I want you to give me the benefit of the doubt that I'm doing my best and mean you no disrespect or harm.

- ☐ If you have a difficulty with me, I hope you will bring it up as soon as reasonably possible. I realize that sometimes, upon encountering the difficulty, you might want to take time to consider things, calm down, or get someone else's perspective; but, if after consideration, you still feel there's a problem, please approach me as soon as you can talk about a solution

Please describe ways that you would prefer others discuss difficult or sensitive topics with you:

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