

APPENDIX 4: CONFLICT PROTOCOL

Conflict Protocols are useful guidelines that effective teams develop to manage conflict constructively. Below is a model for creating that. Please write down your answers to the questions below and discuss and review them with your team.

Think about your ideal team

How would that team handle conflicts and disagreements? Jot down a few points.

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What are some behaviors you want to happen when conflict occurs?

For example: give constructive feedback, speak to the person directly rather than complaining about them behind their back, get all the stakeholders together rather than triangulating, etc.

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What are some things you do not want to happen when conflict occurs?

For example: toxic behavior, hostile gossiping, triangulating, breaking or reopening agreements, etc.

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It takes six to nine months to change a behavior.

How will you hold one another accountable for following these agreements? What will you do if someone breaks an agreement?

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What will you do if someone breaks an agreement?

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