

Conflict Resolution

Conflict is a natural part of life, but how we handle it can make all the difference. The Empathy in Conflict Resolution Worksheet is designed to help you approach problems with understanding and compassion. By practicing empathetic listening, you can better understand the other person's perspective, express your own feelings clearly, and find solutions that work for both sides. This worksheet will guide you step-by-step through resolving conflicts in a respectful and constructive manner, while building stronger relationships!

Defining The Conflict

Explain the conflict as best you can . Provide as much detail as possible.

Emotions

How is the conflict making you feel? How is the conflict making the others involved feel?

Empathetic Listening

Before jumping to conclusions, practice empathetic listening. Use this section to guide your conversation.

Start by asking the other person to share their perspective: ***“Can you tell me how you feel about what happened?”***

Did I make eye contact and show I was paying attention? ☐ Yes ☐ No

Did I listen without interrupting? ☐ Yes ☐ No

Did I acknowledge their emotions (e.g., “I understand that you’re upset”)? ☐ Yes ☐ No

Did I paraphrase what they were telling me? ☐ Yes ☐ No

Did I try to understand their point of view, even if I don’t agree? ☐ Yes ☐ No

Reflect Back What You Heard

Use this space to reflect back what the other person said. Summarize their perspective in your own words to show you were listening:

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Express Your Perspective

After listening empathetically, share your side in a calm and respectful manner.

Find Common Ground

Now that both perspectives are on the table, work together to find common ground.

Create an Action Plan

Work together to come up with a plan to resolve the conflict in a way that respects both perspectives.

Reflection

Reflect back on the conflict and the conversation that ensued.
