

De-Escalation & Conflict Resolution Worksheet



What are flashpoints for conflict here in our workplace? What are the early signs of conflict and what can we manage early on?

What does 'get help' mean with in the context of our workplace?

How will we decide which team member takes the lead with an upset customer or client here in our workplace?

What would be an appropriate manner to de-escalate with humour or kindness here in our workplace?

What are the things we can and cannot control here in our workplace when searching for solutions?