

OER Worksheet — Conflict Resolution Skills Practice

Part 1 — Understanding the Conflict

Analysis Area	Detailed Observation
Describe the Conflict	[Type here]
Who is Involved?	[Type here]
My Emotions (PM)	[Type here]
Their Emotions	[Type here]

Part 2 — Identifying the Root Cause

- **Root Cause:** [Type here]
- **Explanation:** [Type here]

Part 3 — Your Initial Response

- **Selected Approach:** [Type here]
- **Action Plan:** [Type here]

Part 4 — Conflict-Resolution Strategies

- **Strategy 1:** [Type here]
 - [Type your description of Strategy 1 implementation here]

- **Strategy 2:** [Type here]
 - [Type your description of Strategy 2 implementation here]
- **Expected Improvement:** [Type here]

Part 5 — Rewriting the Interaction

- **New Intervention Script:** [Type here]
- **Anticipated Reactions:** [Type here]

Part 6 — Reflection

- **Key Learning:** [Type here]
- **EI Pillar Application:** [Type here]
- **Future Prevention:** [Type here]

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