

CONFLICT RESOLUTION

The BeCool "4-Step Assertion" Plan for
Dealing with Difficult People

Step 1. **Tell the person what they do that you do not like.**

"It really bothers me when you ____."

Step 2. **Tell the person how you feel.**

"It makes me feel ____."

Step 3. **Tell the person what you would like them to do.**

"I would appreciate it if you would ____."

Step 4. **Ask for agreement.**

"OK? Is that something you are willing to do? ____."

(Note: This is your time to listen to their side and compromise, if appropriate).

If you can't come to an agreement, tell them what you will do if you don't get their cooperation.

The BeCool Video Series, also available from the publisher, is an ideal supplement to this lesson.

Resolving Conflicts

Sarah works for the Allen Construction Company. She is in charge of the office and is responsible for scheduling work sites each day. Hal, one of the workers, always calls in late to get his schedule. Mr. Allen, the owner, is angry with Sarah because Hal blamed her when he went to the wrong site the day before. Sarah knew that Hal blamed her for his failure to call in to get his schedule that morning. Sarah decided to solve the problem directly with Hal that afternoon. Using the four steps, what will Sarah say to Hal?

Step 1: _____

Step 2: _____

Step 3: _____

Step 4: _____

Angela works for ABC Groceries as a cashier. She is disappointed with Laura, a box person, because she doesn't help when it's busy at the checkout counter. Laura doesn't watch to see when things are busy and will collect carts in the lot. Angela wants to talk to Laura before it turns into a problem with the other cashiers. Using the four steps, what will Angela say to Laura?



Step 1: _____

Step 2: _____

Step 3: _____

Step 4: _____

Marcus has been working at UPS for four months. He started driving a delivery truck two weeks ago and has a problem with Tim, one of the loaders. Tim is not stacking the boxes correctly and they shift when Marcus drives his route. Two days ago, three boxes fell on Marcus when he opened the door. He wants to talk to Tim. Using the four steps, what will Marcus say to Tim?

Step 1: _____

Step 2: _____

Step 3: _____

Step 4: _____