



workplace communications consultants

# WORK ORDER



DATE: \_\_\_\_\_

JOB	HRS.
Conflict scenario presented to you....Client comes in for a review and had expectations for steady growth in his/her investment account, and willing to accept some volatility to get potentially greater return. The account declined in value nearly 30% during the past year. The client is complaining and says "if you knew the market was going to continue to decline, why didn't you do something about this....like recommend and demand that I get out of equities?"	



Which strategies might you apply and how might it sound?

Focus on the Future

Describing vs. Evaluating

Avoid Defensiveness

Provide Active Listening

Paraphrase Back

Legitimize their Point of View

Deal with One Issue at a time

Watch out for Non-Verbal Cues

Have the Discussion in Private

Avoid the words "always" and "never"

NEVER ever do Conflict in Writing

NEVER speak ill of another team member

Remember there is no Silver Bullet

Take Time Out - state exact time to resume talking

Sorting out Excesses