

# The 5 steps to conflict resolution

Learn how to deal with workplace conflict in **LEAPS** - five simple steps to diffusing a difficult situation effectively and professionally.

1



## Listen

Even if you don't agree, listen carefully and show you're listening.

2



## Empathise

Put yourself in their boots and try to imagine why they're coming from that angle.

3



## Ask

Show that their feelings are valid by asking further questions to get to the crux of the problem.

4



## Paraphrase

Digest what they have said and reword it back to them to show you have understood.

5



## Summarise

Once you have reached a compromise, it is important to summarise the actions you intend to take from then on.



Prepare yourself for conflict with our **Conflict Resolution e-learning course** - interactive, fun and packed with tools to help you **keep your cool**.

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