

Uncover  
conflict  
dynamics  
to identify  
solutions  
that foster  
more  
harmonious,  
productive  
environments.

Lots of teams experience conflict and struggle to move through it. This creates culture tension and performance instability, and is a challenging distraction for managers.

Below are four questions from a series of questions that I use to get to the root causes of workplace disagreements.

Designed to facilitate deep reflection and meaningful dialogue, ask them to identify patterns and perceptions, and learn how your leadership impacts conflict resolution.

Use these four (4) questions in team meetings, one-on-one discussions, or as part of broader employee surveys to gather detailed insights that will aid in conflict management and resolution:

**UNDERSTANDING  
EMPLOYEES' PERSONAL  
EXPERIENCE WITH  
CONFLICT**

01

Can you share an instance where you felt a conflict at work was resolved in a way that led to a positive outcome for all involved?

What do you think contributed to the successful resolution?

**PERCEPTIONS  
OF CONFLICT  
ORIGINS**

02

From your perspective what are the most common sources of misunderstandings or disagreements within the team?

Are there patterns or recurring themes that you've noticed?

**IMPACT OF  
ORGANIZATION  
CULTURE ON  
CONFLICT**

03

How do you think our organizational culture influences the ways conflicts arise and are managed?

Are there aspects of our culture that might inadvertently encourage or exacerbate tensions?

**ROLE OF LEADERSHIP  
IN CONFLICT  
DYNAMICS**

04

In your experience, how does the leadership style in our organization impact the occurrence and resolution of conflict?

Are there any leadership behaviors that you believe mitigate or exacerbate conflicts?