



Coaching Questions for Conflict and De-escalation

Here are some questions you can use to help redirect the conflict from a difficult conversation to a constructive conversation. These can also be used as questions to ask yourself in the event of a conflict and ways in which you can redirect the conversation.

What is your ideal outcome from this conversation?

What are you feeling at this moment?

What needs to be said for you to feel heard?

What is one thing you can do to contribute to a positive outcome?

What are your goals in resolving the dispute?

What are the other party's goals?

What are your key concerns?

What are the other party's key concerns?

What options have you considered for resolving the dispute?

What are the pros and cons of each option?

What is your preferred resolution?

Why is this your preferred resolution?

What are the potential objections to your preferred resolution?

How could you address these objections?

What is your backup plan if your preferred resolution is not accepted?

How much time do you have to resolve the dispute?

What are the consequences of not resolving the dispute?

Are there any deadlines approaching that could impact the resolution of the dispute?

What is the history of the relationship between you and the other party?

Have there been any past disputes between you and the other party? If so, how were they resolved?

Is there anything else I should know about the situation before we begin working on a resolution?

What interests do you and the other party share in this situation?

What do you think is driving the other party's position in this dispute?

What needs do you think must be met in order for this dispute to be resolved satisfactorily?

What would be an ideal outcome for this dispute?

What are some realistic expectations for resolving this dispute?