

Conflict Resolution - Bite-Sized One Page Resource

How do you approach someone who has said or done something (or failed to do something) that needs to be challenged? Having a structure for the conversation can be really helpful. The B.O.F.F. model can help...

The B.O.F.F. Model

Behaviour? *Separate the person from the behaviour*

Outcome? *Identify the tangible outcome or consequence*

Feelings? *Identify how that person felt, encourage reflection on their part - how would you feel if...*

Future... *Set out your future expectation...*

When might you use this?

- One of your team fails to do something you needed them to do
- A member of your team says something that appears to upset a colleague
- One of your team does something that is not up to an agreed standard
- You feel you have been spoken to or treated in an inappropriate manner

How might you use this?

- To have a 'light touch' conversation with someone where you want to highlight an issue.
- To start to tackle behaviours that illustrate an unhelpful attitude or way of working (one behaviour at a time).
- To prepare yourself for a challenging conversation -
 - ✓ allow you to identify what the behaviour or specific words spoken were before going into the meeting.
 - ✓ Assist you in articulating in advance what you expect in the future
- To help guide you through the conversation and stay on track

Conflict Resolution - Check out the Self-Teach Video