



4. Communication Awareness Worksheet

So you've found yourself in a conflict and you don't know what went wrong. Both parties seem to be upset coming out of this interaction and you don't know what to do. To better understand what happened to create the conflict and to find a solution, fill out the questions below. Try to reflect on each answer before you write anything down, and don't just say the first thing that comes to mind. This worksheet is best filled out after you've had some time away from the conflict, maybe a day or two, so that you can come with less charged emotions.

Note: Make a copy of this exercise and worksheets in your google drive before filling in the text boxes.

Purpose:

- ❖ To find the reason for the conflict and possible solutions or best practices for next time.
- ❖ To understand qualities of self awareness and unbiased ways of thinking.

Time: Approx. 20 minutes

1. What sort of language were you using? Were you using language that felt like judgement, calling out, blaming? Write down some of the language or phrases you remember using.

2. What emotions did you feel in the moment and which ones do you feel now? How did you react to your emotions? Did your behaviour create an unproductive dynamic for you and/or the other person? How were they being portrayed, such as body language, tone, volume?

3. What language were you hearing? Was someone else using language that felt like judgement, calling out, blaming? Write down some of the language or phrases you remember hearing.

4. What emotions did you notice in others? Were they becoming emotional in a way that is unproductive to others? How were they being portrayed, such as body language, tone, volume?

5. When did the conflict emerge? Was it after giving feedback, during task distribution or when you were joking around? What prompted the conflict and what made it escalate? If you can't pinpoint the exact moment, try to think about when you might have felt the conversation turning or had a bad gut wrenching reaction to something done or said.

6. What would you do differently next time? Look back on your answers for 1 and 2. What language would you use next time? What emotion would you like to portray in conflict next time?