

GROW in Conflict Template



Goal: Clarify the goal(s) compelling to everyone in the conversation

What is the ultimate goal for this conversation?
What outcome would you like to create through this conversation?
What is a goal that is compelling to you and the other person?

Example: We both care deeply about the work we are doing and building a great team.



Reality: Share your reality and listen to the other person(s)' reality

Where are we now?
What is not working and what are the consequences?
What are your clearly-stated expectations?
What are examples of the current situation?
What does this person really need to hear?

Example: I want to share a couple of things I've seen lately, and I want to hear what you are seeing.



Options: Explore possibilities and options

What are all of our options?
What ideas do you have?
What haven't we tried?
What can we do differently?
What are your clearly-stated expectations?

Example: I have some ideas on how we can improve, and I want to hear your ideas.



Way Forward: Clearly identify next steps, consequences, and a follow-up conversation

What options do we want to take?
Who will do what by when?
What are the consequences and next steps if performance does not improve?
When can we have a follow-up conversation?

Example: Let's review our next steps and decide when we can meet again to assess our progress.