



The Relationship Ladder

Five Steps to Conflict Resolution

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This handout accompanies the 15-minute video, available on YouTube at [5 Steps to Conflict Resolution](#) and also [Workplace.Teachable.com](#)

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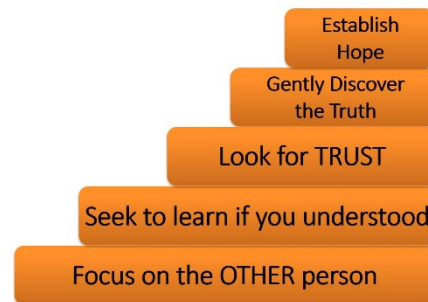
The Five Step Relationship Ladder for resolving conflict

The Five Universal Fears

Two Things Never to Say

The Seven Deadly Sins (of not listening)

When to use the Relationship Ladder



The Five Universal Fears

1. Criticism
2. Failure
3. Rejection
4. Not getting what you want
5. Losing what you have

Which two fears inhibit you from stepping up to resolve conflict?

Identify several people with whom you interact regularly. Which fears do you think get in the way of them wanting to resolve conflict?



The Five Step “Relationship Ladder”

1. Focus on the other person
2. Seek to learn if you understood
3. Look for trust
4. Gently discover the truth
5. Establish hope

What are two questions you can ask yourself while focusing on the other person?

What is the difference between “hearing” and “listening”?

Two things never to say

What are the two phrases never to say in Step Two?

What are some problems that can occur if you make either of these two statements?

The Five Step “Relationship Ladder” – *continued*

What are two statements you can make in Step 2 that demonstrate you are focusing on the OTHER person?



The Seven Deadly Sins (of not listening)

1. Filtering
2. Second guessing
3. Discounting
4. Relating
5. Rehearsing
6. Forecasting
7. Placating

It's okay to do these things when communications are flowing smoothly. But when tension or arguments emerge, they become "sins" we should avoid.

Which listening sins are you guilty of when trying to resolve conflict?

What can you do differently to focus more on the other person?

The Five Step "Relationship Ladder" – *continued*

What does it mean to "look for trust?" What are some of the signs?

Why is it necessary to observe trust before moving on to Step 4?

What should you do if you don't see trust in the other person?



The Five Step “Relationship Ladder” – *continued*

What is meant by “the truth” in Step Four?

Why is questioning a good technique to use in Step Four?

What are two questions you could ask to get someone’s opinion of what really happened?

Why do you think it’s important to approach Step Four gently?

According to the Relationship Ladder model, when is it appropriate to tell the person your perspective of what’s been going on / what the cause of the problem might be?

Which steps have to do with the past? Which step has to do with the future?

Why do you think it’s important to solidify the relationship using the first four steps before going to Step Five (finding a solution)?



When to use the Relationship Ladder

What are three situations that call for using the Relationship Ladder?



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Conflict Resolution and The Relationship Ladder® are part of Daniel Bobinski's coaching on Emotional Intelligence, as well as part of his [Workplace Excellence course](#) for managers, leaders, and teams.

A deeper explanation of this five-step process for conflict resolution can be found in Daniel Bobinski's best-selling book, [Creating Passion-Driven Teams](#), available at Amazon.

Daniel Bobinski has been training individuals and teams in the best-practices of workplace excellence for over 30 years. He emphasizes the power of emotional intelligence and a wide variety of interpersonal skills that have consistently created top-performing individuals and teams for productivity and effectiveness. If you have any questions about this or other content available from Workplace Excellence, send an email to daniel@MyWorkplaceExcellence.com, or call 208-375-7606 (ofc).

