Role Play Observation Sheet – Managing Conflict

Name: ___________________________________________________________

The official:

Dealt with the person in a professional manner:

☐ Demonstrated empathy
☐ Spoke clearly, firmly and confidently
☐ Kept their cool
☐ Avoided arguments and debate
☐ Dealt with the issue not the person
☐ Didn’t try bluffing their way out of decisions taken
☐ Used objective, neutral language
☐ _________________________________

Used non-verbal communication techniques:

☐ Stayed relaxed and used a low-key posture and body language
☐ Maintained eye contact
☐ Nodded their head to confirm understanding
☐ _________________________________

Used active listening techniques:

☐ Recognised the person had something to say and didn’t just dismiss them
☐ Clarified decisions based on facts and evidence
☐ _________________________________
☐ _________________________________

Promoted cooperation and good relationships:

☐ Put aside the emotions of all parties
☐ Dealt with the facts and evidence
☐ Wasn’t defensive or trying to justify actions taken
☐ Didn’t take criticism personally
☐ Avoided team or individual bias
☐ Set boundaries in a polite but assertive manner
☐ _________________________________
☐ _________________________________
What did they do really well?

_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________

A suggestion for a technique or strategy they could try using:

_______________________________________________________________________
_______________________________________________________________________