



# Conflict resolution checklist

---

Nobody enjoys conflict but unfortunately, it's part of life. There are, however, several ways to help defuse a conflict situation, and even turn it into a positive learning experience. Here's a checklist to help you constructively manage objections and criticism.

---

- ☐ Do we have an SLA in place?
- ☐ Have we set SMART goals and objectives for the project?
- ☐ Is there a project plan?
- ☐ Have we allocated enough time to each task?
- ☐ Have we identified which success metrics will be measured?
- ☐ Does everyone understand their role and responsibilities?
- ☐ Have we identified official channels of communication?
- ☐ Has everyone shared all relevant information with the team?
- ☐ Have we nominated a project manager to make sure everyone meets their deadlines?
- ☐ Have we clearly stated the consequences of not meeting these deadlines?