

When your best people can't work together

We've teamed up to give you a 6-step playbook for leading through conflict with confidence.



**Stephanie
Eidelman**
Business
owner

**Rachel
Platt**
People &
HR Expert

1

Set expectations

**Owner's
Take**



“This isn’t about who’s right. It’s about moving forward. The team needs us to handle this.”

**PLATTinum
Pointers**



“We all know there’s a problem. It’s our job to resolve it. Right now.”



2

Establish ground rules



Owner's Take

"No interruptions.
We're here to
listen, not attack."



PLATTinum Pointers

"Repeat back
what you heard.
Clear words avoid
mixed messages."





Limit assumptions



**Owner's
Take**

"Say what happened, not what you think they meant."



**PLATTinum
Pointers**

"Conflict grows from half-truths. State facts with 'I saw' or 'I felt.'"



4

Name what's not being said

**Owner's
Take**



"Is this really about the task, or something else? What's at the root of the resentment?"

**PLATTinum
Pointers**



"Is this about unclear communication? Role confusion? Workload?"





Shift from venting to action



Owner's Take

"The goal here is progress, not perfect agreement."



PLATTinum Pointers

"Let's use 'Stop, Start, Continue' to respectfully share changes each of you would like to see."





End with shared goals



Owner's Take

“You don’t have to be close, but you do have to work together. Let’s summarize next steps.”



PLATTinum Pointers

“Let’s schedule time to regroup, and celebrate or recalibrate at that meeting.”



Final PLATTinum Pointer

Conflict is data.
Don't just solve it. Study it.
What does it say about your
communication style,
team culture, and structure?



Final Owner's Take

Avoiding conflict doesn't
protect your team.
It sends a message:
This behavior is fine.



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**Stephanie
Eidelman**

Founder & CEO



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Platt**

PLATTinum
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