

Compassionate Conversations Pathway

Resolve conflict at work with insight and care.

The Compassionate Conversations Pathway is a structured, emotionally intelligent approach to resolving interpersonal conflict at work. It is designed for organisations who want to support people in conflict to move forward respectfully, before issues escalate further.

Using the Emotional Culture Deck, trauma-aware facilitation, and a compassionate coaching lens, this pathway gives employees the space to reflect, be heard, and move from reaction to resolution.

Who is it for? Organisations seeking external support to:

- Address early signs of interpersonal tension
- Rebuild trust after a workplace incident
- Resolve conflict between two people where internal mediation hasn't worked or isn't appropriate
- Provide emotionally safe, structured support that aligns with psychosocial safety responsibilities

Typically engaged by HR or a leader, the pathway works directly with the two people involved in the conflict.

The Five Phases of Compassionate Conversations

- 1. Connect & Clarify**
Initial meeting with the sponsor (e.g. HR or team leader) to understand context, goals, and readiness.
- 2. Individual Reflection**
One-on-one sessions with each party to explore emotions, needs, and willingness to engage. We use tools like DISC and the Emotional Culture Deck for solo reflection.
- 3. Foundations for Dialogue**
We prepare the ground for joint conversation by identifying agreements and expectations, and ensuring each party feels safe and supported.
- 4. Facilitated Conversation**
A joint session, guided with neutrality and compassion. The focus is on shared understanding, not blame.
- 5. Joint Agreement**
The two parties co-develop an agreement with support and share this in a discussion with the sponsor.
- 6. Support & Sustain**
Follow-up sessions and a close-out meeting with the sponsor ensure momentum is

supported and next steps are clear.

Package Inclusions:

- Briefing meeting with sponsor
 - 2 x individual sessions (one with each party)
 - 1 x facilitated conversation
 - 1 x follow-up check-in (individual or joint)
 - 1 x close-out meeting with the sponsor
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Optional Add-ons:

- DISC assessment
 - Additional facilitated conversations
 - Individual coaching sessions
 - Coaching or debriefs for the team leader or HR
 - Team workshops on psychological safety and emotional culture
 - Organisation-wide advisory for culture and conflict capability
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Why it works:

- **Emotion before solution:** Emotion drives behaviour. Addressing it directly opens the door to insight.
 - **Compassionate neutrality:** No one is blamed. Everyone is heard.
 - **Trauma-aware approach:** We create safety, build trust, and move at the pace of the people involved.
 - **Early intervention focus:** The sooner support is provided, the easier and less costly it is to resolve.
 - **Confidential:** The parties and sponsor are clear that the facilitator will not share or report on the conversations. The facilitator supports the parties develop and communicate their plan.
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