**TLC’s 7 Steps to Conflict Resolution - Word Whisperer Procedure**

**Step 1:**

Example: “I heard you are unhappy about something”

“I could be wrong I get the sense

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**Step 2:**

Example: “If I am listening, it sounds like you are really upset and you really believe….. that you were treated unfairly, like I stole money from you, it sounds like you feel like you have been violated, you feel like a lot of bad things”

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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**Step 3:**

Example: “I am so sorry (this does not mean you are admitting to guilt) “Help me out…..”

“(Patient Name), in the midst of this, did my team or I fail to receive a phone call (or respond to your phone call) to straighten it out?”

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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**Step 4:**

Example: “Do you want to fill me in of what happened (Patient Name)?”

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Step 5:**

Example: “What could I do that you think would be the right and fair thing to do? How do you think I should address this that is FAIR to all sides? Your understanding is those months you were swiped for you think was unfair?”

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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**Step 6:**

Example: “You know (Patient Name), I am going to do exactly what you want me to do that is right and fair as soon as I am clear I understand everything……”

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Step 7:**

Example: **“**WHEN would you like to come to the office and go through the process and I will fix everything? If you come in during office hours I will not talk to you, I want the time to sit down and go through it all right. What you are saying is when you left you feel you did not believe you owed that? Okay I get it”

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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