

Conflict De-Escalation Script

Chapter 43: Conflict Resolution

"I can see this is frustrating for both of you. Let's slow down and figure out what happened."

To each party separately: "Tell me what you experienced, in your own words."

"Here's what I'm hearing from both sides — is that accurate?"

"Here's what we're going to do next." (Be specific and concrete; vague resolutions reopen the conflict later.)

From The Clinical Faculty Complete Field Guide: Ready-to-Use Tools, Scripts, and Evidence-Based Guidance for Every Stage of the Clinical Rotation.

nursinghub.com • [Clinical Connect app](#)