🌿 INTEGRATED TEAM CONFLICT RESOLUTION GUIDE

"Break the habit. Break the assumptions. Build the team."

🔑 Our Mindset

We commit to:
- Pick up the phone before sending a loaded email
- Create whiteboards before Word docs
- Ask before assuming (confabulation is the enemy)
- Use conflict as a chance to build trust—not blame
- Resolve early, resolve together

💥 Conflict Resolution Matrix

Type of Conflict	First Action	Resolve With	Escalate To
Design/Technical Disagreement	Phone call → Clarify intent and facts	Architect + CM + Affected Party	Core Team Leads (1–2 days max)
Schedule Coordination Clash	Raise in a huddle or team meeting	Scheduler + Impacted Teams	PMs → Steering Team (if unresolved)
Scope Ambiguity / Overlap	Whiteboard it → Create Assumption Tracker	Architect + CM + Engineer(s)	Owner Rep (if schedule or cost affected)
Trade-to-Trade Conflict (Field)	CM Super huddle → Face-to-face walk-through	Supers + Foremen + Field Leads	CM PM + Architect (if design-related)
Contractual / Financial Issue	Share facts first → Seek understanding	CM + Architect + Owner Rep	Steering Committee
Behavioral/Respect Breakdown	Try 1:1 conversation → Request support if needed	Individuals + Owner Rep (as neutral)	Owner Leadership (if not resolved)

INTEGRATED TEAM CONFLICT RESOLUTION GUIDE

🛠️ Tools We Use to Solve

- 📞 **Phone Calls First**
- 🗂️ **Whiteboards Over Emails**
- 📄 **Assumption Tracker** ("Have we asked them?")
- 🗃️ **Shared Sketches + Decision Logs**
- 📷 **Field Photos + On-the-Spot Walkthroughs**
- ⬤ **Betterment Debriefs** after key tensions

🔁 Team Conflict Rhythm

- **Daily:** Conflict check-ins during field huddles; resolve on the spot
- **Weekly:** Core team adds unresolved tensions to action log
- **Monthly:** Retrospective includes "How are we doing with resolution?"
- **Quarterly:** Confabulation-Breaker Workshop – learn from real examples

🧬 Team Commitments

1. **No assumptions without confirmation**
2. **Respect all roles and all people**
3. **Conflict is feedback—respond with curiosity, not judgment**
4. **Use tension as a lever for betterment**
5. **One unresolved issue affects the whole team**

<p align="center">Lead with trust. Work with facts.
Draw it out. Talk it through.</p>