



Following the OBEFA model:

OPENING STATEMENT: 'I have a problem....'

- This sets the tone for problem-solving

BEHAVIOUR: 'when you do 'x''

- Be specific here
- Avoid being evaluative
- Avoid personal attacks, judgments and accusations
- Avoid the words 'always' and 'never'

EFFECT: 'the consequences are 'y''

- Again, you need to be specific and clear

FEELINGS: 'this makes me feel 'z''

- This is a very important step
- It demonstrates how the behaviour affects you and your work
- Some people feel uncomfortable with expressing their feelings directly in this way
- It may depend on the situation (complex vs. concrete) and your personal style
- However, you need to recognize internally that the other person's behaviour does affect your feelings

ACTION: 'I would like us to resolve this problem together....'

- This indicates that some action is required
- Keep these opening OBEFA statements relatively short (tends to keep people from feeling under attack)
- Move quickly to get the other person's perspective at this point
- Don't propose a solution until you get the other person's perspective

Adapted from Wagner, S.J. & Switzer-McIntyre, S. (2011). Dealing with Conflict Workshop: Achieving Excellence in Clinical Education. University of Toronto.