



BEST SUCCESSION MANAGEMENT PRACTICES (BSMPS)

Managing Conflict

Best Succession Management Practices (BSMPs)

AREA OF CONCERN: MANAGING CONFLICT	BEST SUCCESSION MANAGEMENT PRACTICES
Our family looks at conflict as a negative.	Family business members acknowledge that conflicts are natural in ongoing relationships.
Our family does not attempt to resolve conflicts.	Family business members attempt to use active listening skills to understand the source of conflict when it arises.
Our family lets conflict fester to the point of hurting relationships long-term.	Family business members attempt to resolve conflict by working it out themselves: identifying issues, describing each person's motivation, outlining possible solutions, listing pros and cons of each solution, selecting an option, evaluating how the solution is working as needed.
Our family business experiences frequent or long-lasting conflicts.	Conflicts that cannot be worked out between individuals are recommended for the collaborative conflict resolution process outlined by the family business policies.
Conflicts that arise in our family business often take a while to resolve.	Family business members have discussed and a mutually agreed-upon a set of policies for handling conflicts. These policies outline a process for collaborative conflict resolution that may include facilitated discussion, mediation, or arbitration.
In our family when there is conflict, avoiding the issue is a common practice.	The policies for conflict resolution are reviewed periodically by all family business members, at least annually.
Our family attempts to ignore conflicts and hopes that they go away.	
Our family business has no agreed-upon strategies or process for resolving conflicts.	
Our family tries to find resolutions to conflicts and occasionally has some success.	
Our family has had some limited success in resolving interpersonal conflicts.	
Our family deals with conflict on a case-by-case basis.	
Our family business experiences a moderate number of conflicts.	
Our family sees conflict as a sign that change is needed.	
Our family business has few conflicts.	
When conflicts do arise in our family business, they are usually resolved quickly.	
Our family business has mutually agreed-upon policies for handling conflict.	
Our family business has planned strategies and a process for managing conflict.	



BEST SUCCESSION MANAGEMENT PRACTICES (BSMPS)

Managing Conflict

AREA OF CONCERN: MANAGING CONFLICT	BEST SUCCESSION MANAGEMENT PRACTICES
Our family is able to effectively resolve most conflicts that arise.	
Our family sees conflict as an opportunity to make improvements.	