

Build Confidence and Purpose with Pilates

Episode 9 · Conflict Resolution Guide · Tania Huddart

The golden rule: respond with empathy, fairness and consistency. Every conflict is a chance to build trust and make your community stronger.

1. Stay calm and neutral

- Take a breath before you respond.
- Keep your voice calm and professional.
- Don't take sides too quickly.

2. Listen first

- Give each person space to tell you their side.
- Don't interrupt. Say back what you heard, so they know you understood.
- Acknowledge how they feel, as well as the facts.

3. Get clear on the problem

- Sum up the concern in simple words.
- Ask open questions, such as "Can you tell me more about what happened?"
- Check for misunderstandings before you move on.

4. Look for solutions together

- Ask each person what they would like to happen.
- Look for common ground, and for where each side can give a little.
- Offer a few fair options, not one answer you've already decided on.

5. Act, then follow up

- Agree on clear next steps.
- Thank the client or staff member for speaking up.
- Check in within a few days to make sure the solution is working.

6. Learn from it

- Write down what happened and how you sorted it out.
- Notice patterns, such as repeated complaints about the timetable or a style of class.
- Use what you learn to change your policies, how you communicate, or your staff training.

Your conflict record

Step 6 asks you to write it down. It takes five minutes. In a year, you'll be able to look back, see the patterns, and fix the cause instead of the symptom.

Date

Who was involved

What happened? Each person's side, in a sentence or two.

What did each person want to happen?

What did you agree?

Follow-up date

Is it working? (yes / not yet)

What did you learn? Is this part of a pattern, and is there a policy, message or training to change?

Two habits that help

- **Practise before it's real.** Role-play a hard conversation in a staff meeting. It feels a bit silly. But the first time a teacher meets an upset client, it won't really be the first time.
- **Speak from your own experience.** "I felt rushed in that class" is easier to hear than "You always rush." Show your team how by doing it first.

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