

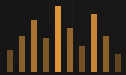
CLASSIFICATION

Operator
field guide

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THE HR OPERATOR™

SIGNAL STATUS



Line open

FREE OPERATOR SAMPLE • FIELD GUIDE 003 • EMPLOYEE
CONFLICT

One framework from the field guide, given away. Run the
conflict intervention before the team writes its own
story.

TRANSMISSION ID

CONF
2026 • 003

SERIES

TACTICAL WORKFORCE
INFRASTRUCTURE

PUB CODE

HRO-CONF-2026-003

The Line is Open.

003
Sample

THE GOLDEN NUGGET • FREE EXCERPT

Run the conflict intervention **before the team writes its own story.**

Most conflict interventions fail not because managers lack empathy, but because they have no sequence. By the time they act, the team has already chosen sides. Here is the four-step protocol from the full field guide. Each step has a timeline. Run it in order.

01 **Observe and Document**

Hours 0 to 24. Write down specific behaviors, not interpretations. Personality difference or behavioral concern? Name it in facts before you enter the room.

02 **Private Conversation**

Hours 24 to 48. Thirty minutes with each party. Observation, impact, expectation, support. Steady tone. When defensiveness rises, pause and name it.

03 **Clarify Impact**

Days 2 to 3. Talk to the people around the conflict. Not to vent. To understand: how did this tension affect your work, and what do you need?

04 **Follow-Up and Reset**

Days 3 to 7. Check in at day seven and again at day thirty. Reinforce what improved. Document what remains. The conversation is not over when the meeting ends.

THE FRAMING LINE • USE THIS VERBATIM

"I want to talk about something I observed. I noticed [specific behavior]. My concern is the impact on [team/project/trust]. My expectation going forward is [clear standard]. Here is how I want to support you in getting there."

INSIDE THE FULL FIELD GUIDE

What the full **field guide** gives you.

The sample above is one protocol. Field Guide 003 is the complete operating system for employee conflict: from early friction to legal escalation, built to be run when the team is live, not read when things are calm.

- The Conflict Escalation Continuum: five stages from Friction to Rupture, each with a behavioral signature, team tell, intervention clock, and documentation bar
- A Conflict Severity Matrix with five levels, operational impact per level, and exact response speed thresholds so you intervene at Stage 2 instead of Stage 4
- Conflict Psychology: why people withdraw, flood, and retaliate, and the operator move for each mechanism, including identity protection, emotional flooding, and the retaliation impulse
- A Five-Tier Triage Model: who owns the matter, what triggers each tier, and the cost multiplier from Tier 1 (one conversation) to Tier 5 (external legal, \$50,000 to \$500,000 exposure)
- Three live scenario playbooks: the talented jerk, the restructure silence, and the gossip network, each with the read, the trap, and the operator move
- The Trust Recovery Sequence, the Maturity Model and twenty-question diagnostic, and the Conflict Resolution Operating System on one page to run, not read

The full field guide, and the **29 others**.

Field Guide 003 is one volume of THE HR OPERATOR™, the closed 30-volume core that runs the whole people function as one system. Get this guide, or get the series. The Line is Open.