

A CONFLICT RESOLUTION PROCESS

The following process is a framework for how a resolution of a conflict might flow. There are no two identical scenarios; therefore, how a conflict is resolved will always vary. This resolution process is driven by utilizing the concepts and skills reviewed earlier and putting them into action. Note that this resolution process is from the perspective that you are the one approaching the person to discuss the conflict.

Stage One: Analyze the conflict

- When possible, analyze the conflict as per page 16
- Prepare yourself to:
 - Acknowledge your contributions to the conflict
 - Listen
 - Seek common ground

Stage Two: Building understanding

- Clearly state your purpose and hope for a positive outcome
- Establish a good time to talk
- Invite them to share first (remember the Intention Check)
- Ask questions and listen (use skills for resolution)
- Share your perspective

Stage Three: Create Solutions

- If there are multiple issues, work through them one at a time
- Focus on understanding their interests and sharing yours
- Utilize brainstorming
- Summarize progress

Stage Four: Define Details

- Work out the details of any agreement or acknowledge disagreement
- Discuss how you will handle any future problems
- Thank the other person