

# A CONFLICT RESOLUTION MODEL

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The following process is a framework for how a conflict might be resolved. No two conflicts are alike; therefore, how a conflict is resolved will always vary. Note that this resolution process is from the perspective that you are the one approaching another person to discuss a conflict.

## STEP 01

### **ANALYZE THE CONFLICT**

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

## STEP 02

### **BUILDING UNDERSTANDING**

- Clearly state your purpose and hope for a positive outcome
- Establish a good time to talk
- Invite them to share first
- Ask questions and demonstrate you are listening
- Share your perspective

## STEP 03

### **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

## STEP 04

### **DEFINE DETAILS**

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