

A CONFLICT RESOLUTION MODEL

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