

**CONFLICT RESOLUTION:
A SIX STEP PROCESS FOR RESPONDING TO CONFLICT CONSTRUCTIVELY**

- 1. Set the Stage**
 - ◆ **Agree to address the issues in conflict**
 - ◆ **Find a private space and eliminate distractions**
 - ◆ **Agree on guidelines**

- 2. Listen**
 - ◆ **Each person has uninterrupted time to tell his/her perception of the situation**
 - ◆ **Each person listens and paraphrases what s/he heard**

- 3. Clarify the Issues**
 - ◆ **Agree on what issues are to be resolved**
 - ◆ **Identify each person's needs**

- 4. Generate Options**
 - ◆ **Brainstorm possible solutions**
 - ◆ **Don't evaluate others' ideas until brainstorming is completed**
 - ◆ **List as many ideas as possible**
 - ◆ **Focus on what you can do; not what won't work**
 - ◆ **Be creative**

- 5. Evaluate Options**
 - ◆ **Reality test the options, ask, "If we decide to do this, how will it work out?"**
 - ◆ **Look for options that satisfy all parties**

- 6. Make a Plan**
 - ◆ **Fine tune your agreements in terms of who, what, when, where, and how**
 - ◆ **Decide who will monitor the agreement and what will happen if the plan is not implemented for any reason**
 - ◆ **Or, if consensus is not reached, agree to disagree and decide on next steps**