

Name: \_\_\_\_\_ Date: \_\_\_\_\_

## Step 1: Setup

1. Go into the conflict resolution knowing your style
  - a. **Competitive** Do you take a firm stand and know what you want?
  - b. **Collaborative** Do you try to meet the needs of all people involved? Do you consider everyone important?
  - c. **Compromising** Does everyone need to give up something to find a solution?
  - d. **Accommodating** Do you give up what you want to give people what they want?
  - e. **Avoiding** Do you try to avoid conflict entirely? Do you hide your feelings when you are upset?

By understanding your style, you can use it to adjust to the specific conflict and situation. If the style you usually use doesn't get you what you want, you might want to think about changing to another. The goal is to find the approach that resolves the problem effectively, but respectfully.

2. Then, agree to these rules

- **Maintain the relationship** Be calm, courteous, and respectful.
- **Strive to understand** Figure out the why behind the conflict.
- **Listen first; talk second** Take turns talking, avoid defensiveness and interruptions.
- **Set an objective** What do you both want at the end of this conversation?
- **Consider a new idea** There might be a third solution you haven't thought of yet.

## Step 2: Gather Information

1. Alternate sharing viewpoints and parroting/paraphrasing the speaker

2. Reminders

- a. Keep your voice assertive, not submissive or aggressive.
- b. You need each other to come to a resolution.
- c. See the conflict from the other person's point of view.
- d. Stick to the issues-not judgments.
- e. Begin statements with "I feel, I think, I would like..."
- f. Ask for clarification.

## Step 3: Agree On the Problem

Decide on the actual problem or problems and agree to it.

## Step 4: Invent Solutions

Let everyone's voice be heard and generate a list of every possible solution.

## Step 5: Negotiate a Solution

Decide on a solution that works for everyone.

There are three  
guiding principles

**Be Calm,  
Be Patient,  
Be Respectful**