

Six Steps to Constructive Conflict Resolution

1. Set the stage

- Agree to address the issues in conflict
- Find a private space and eliminate distractions
- Agree on guidelines

2. Listen to and tell stories

- Each person has uninterrupted time to tell his/her perception of the situation
- Each person listens and paraphrases what he/she heard

3. Clarify issues

- Agree on what issues are to be resolved
- Identify each person's needs

4. General options

- Brainstorm possible solutions
- Don't criticize 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 tests the options, ask, "If we decided to this, how will it work out?"
- Look for options that satisfy everybody

6. Moving forward

- Fine tune your agreements in terms of who, what, when, and how
- Or, if consensus is not reached, agree to disagree and decide where to go from here