



CONFLICT RESOLUTION CHECKLIST

1 Consider the True Source - Is it an issue of:

WHAT - conflict of goals

HOW - conflict of methods

WHY - conflict of values

WHO - conflict of roles

2 Analyze the Conflict

WHO are you really in conflict with? *Another person, a group, or system*

WHAT is the conflict about? *Methods, opinions, goals, personality styles?*

3 Conflict Meeting Framework

- Meet in a neutral space.
- Sit near one another with no barriers between you. (*ie - Same side of the desk, table, or machine*)
- Use a calm, even tone of voice.
- Use "I" statements instead of "you" statements.
- Let everyone speak without being interrupted.
- Try to determine what you do agree on to isolate areas that are not in agreement.
- Ask them what they think the conflict is about. - WHAT, HOW, WHO, WHY
- Give everyone the opportunity to clarify and ask questions.
- Clearly define solutions, expectations, and next steps.