

Conflict Resolution

DISCUSSION PLANNER

REMINDERS

- Give the other person the benefit of the doubt
- Seek to build a bridge, not win and argument
- Seek resolution and reconciliation

OPENING

- State the issue clearly and objectively (no blaming)
- Establish common ground/mutual objective
- Express your desire to work things out

THE EXCHANGE

- Listen to understand (not respond): Temporarily see things from their viewpoint
- Summarize their perspective
- Give your viewpoint using 'I' statements, not 'You' statements

SEEKING SOLUTIONS

Brainstorm possible solutions, ways of moving forward positively

AGREEMENT

Moving forward, *Who? What? Where? How?*
