Steps to Initiating Conflict Resolution Strategies

STEP 4

Share responsibilites

- each party identifies some actions they can take to resolve the conflict
- agree on a timeline

STEP 3

Identify points of agreement

- select one person to record ideas
- suggest changes and brainstorm to find consensus
 - try to identify other positions

STEP 2

Check understanding

- repeat what you hear
- reword your position until other parties understand

STEP 1

Clarify each person's position on the issue

- practise postive speaking
- practise positive listening