

Conflict Resolution Guide

Use this tool when resolving conflict situations within your work unit.

Step 1 - Headwork

- A. Recognize signs of conflict
- B. Size up the situation
- C. Plan your approach

SIGNS OF CONFLICT

What signs have you seen that indicate a need to resolve conflict?

Who is involved?

CURRENT SITUATION

What do you currently see?

How does it make you feel?

What is the impact?

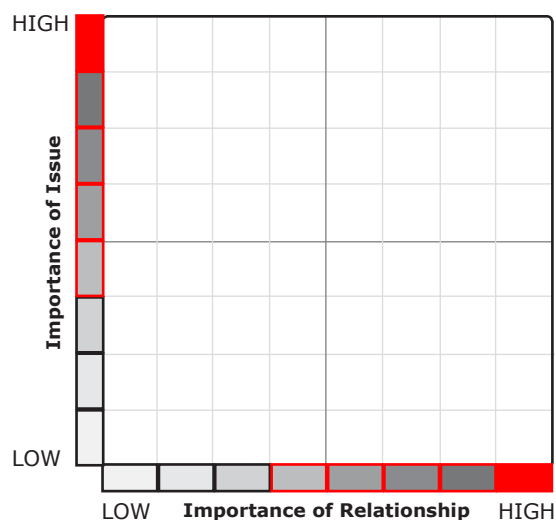
DESIRED SITUATION

What would you like to see?

How would that change the way you feel?

What would be the impact?

ISSUE & RELATIONSHIP



APPROACH

Timing

Place

Process

Step 2
Engage

- A. Reduce Tension
- B. Purpose Statement
- C. Gain Agreement

Step 3
Mutual Understanding

- A. Discuss & Define Situation
- B. Develop Options
- C. Summary Statement

**THE SITUATION
AS WE SEE IT**

Facts:

Assumptions:

POSSIBLE OPTIONS

Ideas for achieving de-
sired situation:

DESIRED SITUATION

“Must haves”

“Nice to haves”

“What I can live without”

Step 4
Commit to Action

- A. Gain Consensus
- B. Commit to Action Steps
- C. Set a Follow-up Date

AGREED-UPON COURSE OF ACTION

KEY ACTIONS

WHO

**TARGET
DATE**

Follow-Up Date:

Follow-Up Date:

Follow-Up Date:

Step 5
Follow-Through

- A. Strengthen the relationship
- B. Reinforce accountability
- C. Learn from experience

HOW CAN I STRENGTHEN THE RELATIONSHIP?

Common Goal

Trust

Clear Expectations

Open Communication

Diversity

Task/Relationship Balance

Action Ideas:

WHAT CAN I LEARN FROM THIS EXPERIENCE?

1. What benefits came as a result of this experience?

2. What did I do well? (Consider each conflict management step.)

3. What will I be sure to do differently next time?