

Resolving Conflicte Guide

What is the conflict?

What are some areas of agreement?

What are some areas of disagreement?

Write out your options:

Solution	How it might play out
Lose/lose	
I win/you lose	
I lose/you win	
Win/win	

Based on your chart above, which of the solutions seems best? Why?

What will you look for in order to know whether or not the solution is working?

Resolve Conflict and Negotiate Assessment

Use the checklist below to assess how well you handled conflict and negotiated.

<i>Resolve Conflict and Negotiate</i>	Well done!	Sometimes did well	Needs to work on
You decided that you needed to confront the situation.			
You stated what the conflict was.			
You described what you have in agreement.			
You described your areas of disagreement.			
You considered different options to resolve the conflict.			
You were able to think of a win/win solution.			
You addressed the individual face-to-face.			
You spoke calmly and slowly.			
You repeated your statements when needed so that both of you stayed on task.			
You did not respond to attempts to get the conversation off track.			
You used non-verbal language to show that you were interested.			
You reviewed the solution proposed in light of the discussion.			

Resolve Conflict and Negotiate

- Recognize that there is a conflict.
- Identify areas where there is agreement and where there is disagreement.
- Think about different ways of resolving the conflict. Try to come up with solutions in which everyone gets what they need.
- Work with those involved in the conflict so that they can reach agreement on how to move forward.
- Evaluate whether the agreement is working or not; make changes in the approach if necessary.

