

Steps for Conflict Resolution Job Aid

A positive resolution is more likely to occur when there's a commitment to finding a mutually beneficial resolution, and where trust, commitment, and open communication are also in place. All parties must also agree that there is more than one way to look at the issues. When these conditions are in order, you are ready to begin the process of conflict resolution.

There are **seven** steps that you can take to find a positive resolution with any conflict.

Conflict Resolution Steps	Recommended Actions You Can Take
Step 1: Designate a private meeting place.	Quiet, private settings work the best. All parties arrive prepared, and agree the meeting is defined to resolve the conflict.
Step 2: Define the outcomes you want to see.	A better working relationship? A better solution to the problem? Increased alternatives for successful projects? A broadened understanding of each person's needs and wants?
Step 3: Allow each party to voice their view.	The purpose of the exchange is to make sure both parties clearly understand the viewpoint of the other. Make sure each party ties their opinions to real performance data and other facts. This is not the time to discuss; it is the time to ask questions, clarify points for better understanding, and truly hear the other's viewpoint.
Step 4: Agree on viewpoint differences.	You must agree on the problem together to begin to search for a solution. Often problems are simply misunderstandings. Clarification can end the need for conflict resolution. Focus on the issues, not the personalities.
Step 5: Explore potential solutions/alternatives.	Focus on both individual needs and those of the other party. Be sure to discuss the positive and negative possibilities of each suggestion before rejecting any suggested solutions. Build a discussion that is positive and powerful for all parties.
Step 6: Agree on a plan and follow-up steps.	Agree on follow up steps, as necessary, to make the plan work. Agree on what each person will do to resolve the conflict. Set clear goals and know how you will measure success.
Step 7: Do what you agreed to do!	Complete and follow up on all tasks you've agreed to take on in order to hold up your end of the issue resolution.