

Steps of conflict resolution



1. Initial assessment

- Recognize signs of overt or hidden conflict
- Identify the roots
- Identify people and issues affected
- Determine whether or not to proceed with conflict resolution

2. Initiate the process

- Schedule the meeting
- Present initial assessment
- Ask for input and clarification (focus on issues)
- Identify, list and prioritize issues

3. Avoid solution-oriented arguing

- Facilitate the process (or have it facilitated)
- Listen to others
- Express concerns as how-tos

4. Create a matrix

- List concerns that are extremely important to the group
- Next list moderate issues
- Finally list issues of minor importance

5. Identify best fit solution

- Brainstorm possible solutions
- Test solutions against the matrix
- The 'best fit' solution should be the target for a win/win
- Satisfy as much of the concerns of most people