

Conflict Resolution: *Step Four*

Step Four: Create a Conflict Resolution Matrix

We can think of the issues involved in any conflict as being concerns of different strength, all impacting on the problem. First, list concerns which are extremely important to some person or group. Concerns of moderate importance are listed next. Concerns of minor importance, or with relatively little emotional investment are listed last. (See diagram below.)

| CONFLICT RESOLUTION MATRIX | | | | | |
|----------------------------|--------------------|--------------------|--------------------------|--------------------------|--------------------------|
| Degree of Concern | Faction A Concerns | Faction B Concerns | Solution A | Solution B | Solution C |
| MAJOR | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| MODERATE | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| MINOR | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |