

Solving Conflict

1. Take Responsibility

The precondition for resolving conflict is to make the decision to take responsibility for dealing with the conflict.

2. Uncover, Define, and Discuss the Real Problem

In most cases, bringing together the people involved is the best way to get the real problem out in the open to determine the cause.

3. Ask and Listen!

It's important to explore all sides of a problem by asking probing questions and listening objectively. Uncovering and defining the real problem is key in getting sincere commitment to resolving the conflict.

4. Set Goals and Create an Action Plan

Once agreement on the problem has been reached, you can set goals for improving the situation or procedures that contribute to the problem.

5. Follow Up!

You will need to check on progress in implementing the action plan, provide positive reinforcement, and ensure the new system is working.

Ground Rules:

- Everyone will be *open* and *honest*.
- Everyone will have a say and be heard.
- Everyone will listen to each other without argument or negative reaction, and have a positive, caring attitude.
- Opinions and feelings must be supported by facts and specific behavior.