



Practice Resolving Conflicts

Conflict: Use the conflict assigned to you and your partner.

Conflict Resolution Steps	Steps Applied to Situation From One Person's Perspective	Here's What It Might Sound Like
<p><u>Step 1:</u> Describe the decision or problem.</p> <p>Does everyone involved in the negotiation, or conflict, describe the problem or issue in the same way?</p> <p>If not, keep sharing ideas and listening.</p>	<p>How would you describe the conflict?</p>	
<p><u>Step 2:</u> Identify what you want to happen.</p> <p><i>Check your thinking.</i></p> <p>If the people you are negotiating with want something different to happen, is there a way to compromise?</p> <p>If not, keep talking and listening.</p>	<p>What would you want to happen?</p>	
<p><u>Step 3:</u> Brainstorm optional ways to get what you want to happen.</p> <p>Try to find ideas that everyone agrees to and that will get you the closest to what everyone wants.</p>	<p>What are some possible ways to make it happen?</p>	



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<p><u>Step 4:</u> Omit ideas that don't check out and ideas you don't want to try.</p> <p><i>Check your thinking.</i></p> <p>Each side in the negotiation, or conflict, has veto power over ideas.</p>	<p>Which ideas do you think should be eliminated and why?</p>	
<p><u>Step 5:</u> Select an idea to try.</p> <p>If you can't find a mutually agreeable idea, go back to Step 3, brainstorming.</p>	<p>Which idea would you choose?</p>	
<p><u>Step 6:</u> Act on the idea.</p> <p>Identify the actions that need to be taken to implement the idea.</p>	<p>What steps would you need to take to act on the idea?</p>	
<p><u>Step 7:</u> Evaluate how it turned out.</p>	<p>What questions could be asked to evaluate the solution?</p>	