



Collaborative Conflict Resolution

STEP ONE

Define the problem
For a healthy outcome, state the problem in terms of needs, not solutions.
“I need... [remember needs, not solutions].”
Listening skills are critical in this step; often language coded.

STEP TWO

Brainstorm possible solutions
Think quantity, not quality.
Be creative.
Don't evaluate or clarify ideas.
Expand on ideas.

STEP THREE

Select Solution(s) that meet your needs
State which alternatives looks best to all parties involved.
Then jointly decide together on one or more of the choices.
Look ahead to possible consequences of the solution(s).

STEP FOUR

Plan who will do what, where, when, and how
Write down the plan – people forget!

STEP FIVE

Go for it!!
Implement the plan.

STEP SIX

Evaluate
“Did we do what we agreed to do?”