Eight Steps for Conflict Resolution

1. “Know thyself” and take care of self
   ▪ Understand perceptual filters, biases, triggers
   ▪ Create a personally affirming environment

2. Clarify personal needs threatened by the dispute
   ▪ Substantive, procedural and psychological needs
   ▪ Identify desired outcomes from a negotiated process

3. Identify a safe place for negotiation
   ▪ Appropriate space for negotiation - private/neutral
   ▪ Mutual consent to negotiate - appropriate time
   ▪ Role of support people (facilitators etc.) as needed
   ▪ Agreement to ground rules

4. Take a listening stance to the interaction
   ▪ Seek first to understand, then to be understood
   ▪ Use active listening skills

5. Assert your needs clearly and specifically
   ▪ Use “I-messages” as tools for clarification
   ▪ Build from what you’ve heard - continue to listen well

6. Approach problem-solving with flexibility
   ▪ Identify issues clearly and concisely
   ▪ Generate options while deferring judgment
   ▪ Be open to tangents and other problem definition
   ▪ Clarify criteria for decision-making

7. Manage impasse with calm, patience and respect
   ▪ Clarify feeling
   ▪ Focus on underlying needs, interest and concerns
   ▪ Take a structured break, as needed

8. Build an agreement that works
   ▪ Review hallmarks of a good agreement
   ▪ Implement and evaluate - live and learn