

# CONFLICT *Resolution*

1. Recognise the conflict
2. Define the issue
3. Find the right time and place to discuss it (not while angry)
4. Allow each party to identify their own contribution to the problem
5. List things that have been done in the past but which have not been helpful
6. Brainstorm, list and discuss all possible solutions
7. Agree on one solution to try
8. Follow the 'Ground Rules of Communication'
9. Stay on target
10. Agree on how each person will work towards the solution
11. Be tenacious in working through the conflict
12. Set a time for another meeting to review progress
13. Affirm each other as each contributes towards the solution
14. Be willing for an alternate solution



*"Peace is not the  
absence of conflict,  
but the ability to  
cope with it."*

DOROTHY THOMAS