

C
O
N
F
L
I
C
T

R
E
S
O
L
U
T
I
O
N

1. Identify the current situation and the desired situation
Where are we now? Where do we want to be?

2. Lay down the ground rules
for resolving the conflict

3. Give each party 'time alone'
to state their case & express
their hopes, fears etc

4. Now get both parties
together - allow time to
discuss the issues - keep
things under control

5. Brainstorm for
solutions - let them
offer their own

6. Screen each solution
and choose the best

7. Implement the solution,
clarifying roles, both parties sign
off the solution

8. Monitor, review
& control the
implementation (PIR)

9. If the solution is not
working - revert back
to step 1

