



DO YOU WANT TO RESOLVE THE CONFLICT

be willing to fix the problem

CAN YOU SEE THE WHOLE PICTURE NOT JUST YOUR OWN POINT OF VIEW?

Broaden your outlook.

WHAT ARE THE NEEDS AND CONCERNS OF EVERYONE INVOLVED?

Write them down.

HOW CAN WE MAKE THIS FAIR?

Negotiate.

WHAT ARE THE POSSIBILITIES?

Think up many solutions.

Pick ones that give everyone more of what they want.

CAN YOU WORK IT OUT TOGETHER?

Treat each other as equals.

WHAT ARE YOU FEELING?

Could you - get more facts, take time out to calm down,
tell them how you feel? Are you too emotional?

WHAT DO YOU WANT TO CHANGE?

Be clear. Attack the problem, not the person.

WHAT OPPORTUNITY CAN THIS BRING?

Work on the positives, not the negatives

WHAT IS IT LIKE TO BE IN THEIR SHOES?

Do they know you understand them?

DO YOU NEED A NEUTRAL THIRD PERSON?

Could this person help you to understand each other, yet build your own solutions?

HOW CAN YOU BOTH WIN?

Work towards solutions where everyone's needs are respected.

