

SESSION SEVEN
GUIDELINES FOR CONFLICT RESOLUTION

1. Choose a mutually agreeable time and place.
2. Conflict resolution is a co-operative and joint venture to resolve a mutual concern.
3. Work towards a win/win outcome which involves the principle of mutual respect.
4. Keep SELF separate from the issues presented.
5. When responding, talk to the OFFENDING BEHAVIOUR and do not pronounce judgements about the other's personality; NOR assume that you know their motives without checking them out first.
6. Make clear "I" statements.
7. There are two distinct phases which do not overlap:
 - I - IDENTIFYING THE PROBLEM
 - II- SOLVING THE PROBLEM
8. Be clear and specific about your perception of the conflict, AND the desired outcome.
9. Remember, introduce and stick to only one issue at a time, and DO NOT cash in on old "wins" or try to score new points.
10. LOOK AT and LISTEN to the other person.
11. Ensure that you both understand each other. Check to see that your message has been heard accurately, and give feedback so that the other knows that you have heard their message accurately.
12. Brainstorm creative, future-oriented solutions. Do this together.
13. Resolutions are to be detailed and repeated by each partner.
14. Acknowledge and appreciate each other.

PLEASE NOTE: There may not always be a solution available the first time. If not, STATE YOUR DESIRE FOR CHANGE CLEARLY and STATE THE BEHAVIOURS THAT CAN BE EXPECTED FROM YOU in an attempt to resolve the conflict. If still no solutions are available, try again at some other mutually agreed time and place.