

CONFLICT RESOLUTION WORKSHEET

Getting to the resolution of conflict involves the true understanding of four elements of the conflict:

1. The Issue.
2. Your Position.
3. The Other Person's Position.
4. The Context of the Issue.

Use the following set of questions to review these key elements in order to plan and resolve a conflict you or your team may have.

1. The Issue: Define the issue. What is the real situation? What is the "ideal" situation?

2. Your Position: Describe the conflict from your point of view. List your needs and wants, your proposed solution(s), and why you think your solution(s) should work.

- How much power do you have in this conflict?

1	2	3	4	5	6	7	8	9	10
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- How much do you trust this person or each person?

1	2	3	4	5	6	7	8	9	10
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- How important is the resolution of this conflict to you?

1	2	3	4	5	6	7	8	9	10
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- How much time is there to discuss the issues around this conflict?

1	2	3	4	5	6	7	8	9	10
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- List the actual behaviors of the other party that contribute to the conflict.

- _____
- _____
- _____
- _____

3. The Other Person's Position: Explain what you think the other person wants, needs, what you think his/her proposed solution(s) is/are, and why you think it will or will not work.

- How much power does the other person have in this conflict?

1	2	3	4	5	6	7	8	9	10
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- How much does the other person trust you?

1	2	3	4	5	6	7	8	9	10
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- How important is the resolution of this conflict to the other person?

1	2	3	4	5	6	7	8	9	10
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- How much time does the other person think is available to discuss the issues around this conflict?

1	2	3	4	5	6	7	8	9	10
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- List the actual behaviors you think the other person would say you exhibit that contribute to the conflict.

- _____
- _____
- _____
- _____

4. The Context of the Issue: List the things, people, policies, procedures, etc., that may be contributing to the conflict.

What is the basis of the problem? (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Differences in beliefs and values | <input type="checkbox"/> Different goals |
| <input type="checkbox"/> Role pressures | <input type="checkbox"/> Status |
| <input type="checkbox"/> Perceptual differences | |

Based on the analysis of the above elements, check which five of the conflict resolution strategies is the most feasible

	NOT FEASIBLE	SOMEWHAT FEASIBLE	MOST FEASIBLE
Accommodating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Avoiding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collaborating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compromising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which conflict resolution strategy did you choose? _____

Using this strategy, what actions do you plan?

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____