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.

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 |

- How much do you trust this person or each person?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

- How important is the resolution of this conflict to you?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

- How much time is there to discuss the issues around this conflict?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

- 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 |

- How much does the other person trust you?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

- How important is the resolution of this conflict to the other person?

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

- 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 |

- List the actual behaviors you think the other person would say you exhibit that contribute to the conflict.

  o __________________________________________________________
  o __________________________________________________________
  o __________________________________________________________
  o __________________________________________________________

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)

- Differences in beliefs and values
- Role pressures
- Perceptual differences
- Different goals
- Status

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

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<th>SOMEWHAT FEASIBLE</th>
<th>MOST FEASIBLE</th>
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Which conflict resolution strategy did you choose? ____________________________________________

Using this strategy, what actions do you plan?

- __________________________________________________________
- __________________________________________________________
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