



## ***Six Steps to Responding to Conflict Constructively***

### **1. Set the Stage**

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- Agree to address the issues in conflict
- Find a private space & eliminate distractions
- Agree on guidelines

### **2. Listen to and tell stories**

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- Each person has uninterrupted time to tell his/her perception of the situation
- Each person listens and paraphrases what he/she heard

### **3. Clarify Issues**

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- Agree on what issues are to be resolved
- Identify each person's needs

### **4. Generate Options**

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- Brainstorm possible solutions
- Don't criticize others' ideas until brainstorming is completed
- List as many ideas as possible
- Focus on what you can do; not what won't work
- Be creative!

### **5. Evaluate Options**

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- Reality tests the options, ask, "If we decide to do this, how will it work out?"
- Look for options that satisfy everybody

### **6. Moving Forward**

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- Fine tune your agreements in terms of who, what, when, and how
- Or, if consensus is not reached, agree to disagree and decide where to go from there