

# Conflict Resolution

## Process

A positive workplace welcomes differing opinions, but it does not tolerate unresolved conflict. Whether you wish to address disagreements formally or informally, there are six steps you need to follow to come to a satisfactory resolution.



### Step 1: Inquiry

- Identify and define the problem.
- Separate personalities from issues.
- Concentrate on the specifics.



### Step 2: Consensus

- Gain an understanding of each other's perspective.
- Make sure everyone agrees on one version of the facts.



### Step 3: Stating the Desired Outcome

- What are you each trying to accomplish in this situation?
- What do you want the results to be?



### Step 4: Problem Solving

- Search for the underlying reasons of the conflict.
- Generate alternative solutions.
- Accept ideas from all parties.



### Step 5: Action Plan

- Break the plan into achievable steps.
- Set standards for measuring outcomes.
- Make changes measurable or quantifiable.



### Step 6: Monitoring the Success of the Resolution

- When to meet again
- What does success look like