

A CONFLICT RESOLUTION MODEL

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Identify and define the conflict to the best of your understanding.

Be willing to take responsibility for the conflict. Remember, it takes at least 2 to tangle or tango...

Agree right off the bat to solve the problem.

Consider the consequences of various resolution styles--like being a gorilla or a weasel or a lemming... Go for being a human being...being authentic and caring.

Focus on interests, not on your position or maintaining your position.

Use communication skills like not interrupting, calling the other person names, or putting down the other person in any way.

Be curious and listen! Using active listening skills: restate or paraphrase, reflect feelings, use "I" statements, ask open ended questions, etc.

Stay on your own side of the street AT ALL TIMES!

When you have reached a possible resolution, ask, does this resolution realistic and is it collaborative, i.e., is it a way we can work together to the benefit of both or all of us?

Call in support when you are not getting anywhere. A coach can be invaluable!

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From *Panic* to *Play*

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