

Conflict Resolution

CONFLICT MANAGEMENT STRATEGIES

Accommodate
one party gives in to the other

Avoidance
conflict is delayed or ignored

Compromise
both sides give a little

Collaborate
many brainstorming to answer the problem

Compete
one wins-one loses

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5 Steps to Resolution

STEP 1:

The two parties must meet face to face; each party can state their case

STEP 2:

List and Follow the Ground Rules

(Must listen fully before responding---Identify issues clearly---Use "I" statements---No personal attacks)

STEP 3:

Agree to the problem

STEP 4:

Brainstorm possible solutions

STEP 5:

Decide on a solution