



5 Steps to Conflict 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 and No personal attacks
- STEP 3: Agree to the problem
- STEP 4: Brainstorm possible solutions
- STEP 5: Decide on a solution

