CONFLICT CHECKLIST

It's Time to Take Action!

Walk a Problem Through These 11 Questions:

1. **Win/Win**
   
   What is my real need here?
   
   ________________________________
   
   What is theirs?
   
   ________________________________
   
   Do I want it to work for both of us?
   
   ________________________________

2. **Creative Response**
   
   What opportunities can this situation bring?
   
   ________________________________
   
   Rather than "how it's supposed to be", can I see possibilities in "what is"?
   
   ________________________________

3. **Empathy**
   
   What is it like to be in their shoes?
   
   ________________________________
   
   What are they trying to say?
   
   ________________________________
   
   Have I really heard them?
   
   ________________________________
   
   Have I communicated to them that I am listening?
   
   ________________________________
4. Appropriate Assertiveness

What do I want to change?
_______________________________________________________________________________________

How will I tell them this without blaming or attacking?
_______________________________________________________________________________________

Is this a statement about how I feel rather than what is right or wrong?  
(Be soft on the person, hard on the problem)
_______________________________________________________________________________________

5. Co-operative Power

Am I using power inappropriately?
_______________________________________________________________________________________

Are they?
_______________________________________________________________________________________

Instead of opposing each other, can we co-operate?
_______________________________________________________________________________________

6. Managing Emotions

What am I feeling?
_______________________________________________________________________________________

Am I blaming them for my feelings?
_______________________________________________________________________________________
Will telling them how I feel help the situation?

What do I want to change?

Have I removed the desire to punish from my response?

What can I do to handle my feelings? (e.g. write it down, talk to a friend, etc.)

7. Willingness to Resolve

Do I really want to resolve the conflict?

Is resentment caused by:
  Something in my past that still hurts?
  Something I haven't admitted to needing?
  Something I dislike in them, because I won't accept it in myself?

8. Designing Options

What are the possibilities? What seems impossible might yield good ideas.
What options give us both more of what we want? Be creative, mix and match.

9. **Negotiation Skills**

What do I wish to achieve? Be really clear about the general outcome, though you may change your route there.

How can we make this a fair deal, with both persons winning?

What can I give them?

What points would I want covered in an agreement?

Is there something that could be included to help them save face?

Is saving face important to me? Do I particularly need anything?

10. **Mediation**

A. Can we resolve this ourselves or do we need help from a neutral third person?

Who could take on this role for us?
B. Is mediation the most appropriate role for me in this? If so:

How would I set up and explain my role to both parties?

Can I create the right environment for people to open up, understand each other and develop their own solutions? What might help?

11. Broadening Perspectives

Am I seeing the whole picture, not just my own point of view?

What are the effects of this beyond the immediate issue? (e.g. on other people or groups)

Where might this lead in the future?