

Conflict resolution checklist

Conflict resolution resources and training are based on twelve skills which may be relevant to solving any conflict. You need to pick and choose the skills appropriate to the particular issue or crisis. Here are some examples of the sorts of questions that can be asked.

Empathy

- What is it like to be in their shoes?
- What are they trying to say?
- Have I really heard them?
- Do they know I am listening?

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 people, hard on the problem)

Negotiation Skills

- What do I wish to achieve? Be really clear about the general outcome
- How can we make this a fair deal - with both people winning?
- What can they give me?
- What can I give them?
- Am I ignoring objections? Can I include 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?

Mediation

- Can we resolve this ourselves or do we need help from a neutral third person? If so, who could take on this role for us?
- 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?

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?