

PHOENIX TRAINING GROUP

CONFLICT RESOLUTION MODEL

CONFLICT IDENTIFIED

ESTABLISH WHETHER TO INTERVENE OR NOT (Approach or Remove Yourself)

- What would prevent you from intervening? _____

INTERVENTION ESTABLISHED using non-threatening words, tone and body language.

- What examples would you use? _____

SLOW DOWN the energy of the interaction and tempers using your calmness and separating the parties if necessary.

- What would you do to calm the situation? _____

ACTIVELY LISTEN to each party objectively so that they feel heard equally and independently from one another.

- How would you accomplish this? _____

IDENTIFY THE ISSUES at the root of the conflict so you know where to start from and how to target the negotiation.

- What questions would you ask to accomplish this? _____

IDENTIFY THE EMOTIONS AND FEELINGS created by, associated with, or behind the issue so you can pinpoint the direction.

- What questions would you ask to accomplish this? _____

IDENTIFY NEEDS each party has and what it would take to resolve the conflict.

- How would you establish this? _____

IDENTIFY SUCCESSES if any, from each party that have been reached so far, in order to establish some positive movements.

- What would you do to calm the situation? _____

INTRODUCE COPING SKILLS possibly previously used by either party in the past in similar circumstances.

- What would you ask to establish this? _____

EXPLORE IMPACTS of reaching a positive resolution vs. a negative one along with any consequences attached.

- What choices would you offer to establish this? _____

EXAMINE CHOICES each party realistically has in order to resolve the conflict using flexibility. (Needs vs. Wants)

- What choices would you suggest? _____

DEVELOP A PLAN that each party can accept and live with, at least partially out of what they need.

- What would you offer to have them both agree? _____

RECOGNIZE THE RESOLUTION and appreciate each party's willingness to compromise, be flexible and reach a resolution for each other's benefit, as well as their own.

- How would you establish this? _____