

Conflict Resolution Plan

Use this template to help you create your own action plan.

1. Specific Conflict:

Is this a role, process, interpersonal, direction or external conflict?

What do you think is the problem is?

What is it that you need or want?

What are your perceptions?

2. People Involved:

Yourself!

Your co-worker?

Your supervisor?

Others?

What might their needs / perceptions be?

3. Plan of Action:

Do not personalize the discussion

Build consensus by building a solution together

Choose a specific strategy to resolve the conflict

Use the process of "brainstorming" to list potential solutions

4. Results Expected:

Consider more than one option, then try both, one after another

Other approaches – seek common ground & if stuck go back to brainstorming

Ask – Does this solve the problem?

Is this a "win – win" solution?

Do we need to address other concerns?

5. Accountability Partner:

Co-worker

Supervisor

Family

Friend

Conflict Resolution Plan

Use this template to help you create your own action plan.

1. Specific Conflict:

2. People Involved:

3. Plan of Action:

4. Results Expected:

5. Accountability Partner:
