

Name _____ Per. _____ Date _____

Win-Win Conflict Resolution Worksheet

1. Identify the Problem "Let's find a way to solve this for everyone"		2. Brainstorm Solutions	3. Evaluate Solutions 4. Choose Solutions (Circle Best Choice)
Person A Original solution Basic Needs/Outcome	Person B Original solution Basic Needs/Outcome	Solution 1 Solution 2 Solution 3 Solution 4 Solution 5	1. 2. 3. 4. 5.
Shared (relationship) needs:			
5. Plan action		6. Evaluate Results:	

Instructions for Resolving Conflicts

A. Preparation

- Include only those concerned.
- Give a description of the problem that respects all involved.
- Explain how conflict resolution can enable all to win, and explain the steps.
- Agree not to slip back to the win lose methods
- Find a good time and place with no distractions.
- Get something to write down ideas.

B. Identify the problem or issues

- Use I Messages to explain your own concerns, needs and basic goals
- Use reflective listening to hear and acknowledge the other's needs and basic goals
- Evaluate exactly what each of your actual needs are with the problem. List needs.
- Don't accept sudden promises not to cause the problem

C. Brainstorm to Generate all possible solutions.

- Think of any and all possible ways to solve the problem so that everyone will have needs met.
- Evaluate later NOT NOW
- Do not criticize any suggestion. Feed back with reflective listening
- Write down all ideas suggested.

D. Evaluate the alternative solutions.

- Ask "Will it work? Does it meet all the needs of both people? Are there any problems likely?"
- Don't accept solutions for the sake of speed
- Use reflective listening and I Messages

E. Decide on the best solution.

- Find a solutions that is mutually acceptable to both of you. .
- If agreement seems difficult, Summarize areas of agreement. Restate needs, and look for new solutions.
- Make certain that both of you are committed to the solution

F. Implementing the Solutions

- Get Agreement on who does what by when
- Write this down and check all agree to it
- Refuse to remind or police the solutions
- If you want to set criteria for success, work out these now

G. Follow-up evaluation

- Carry out agreed method. Wait to see if the conflicts seems resolved.
- If the agreed upon solution doesn't work, remember it is the solution that failed, not the person, and seek for a new solution.
- Ask from time to time if the solution is working for both of you.