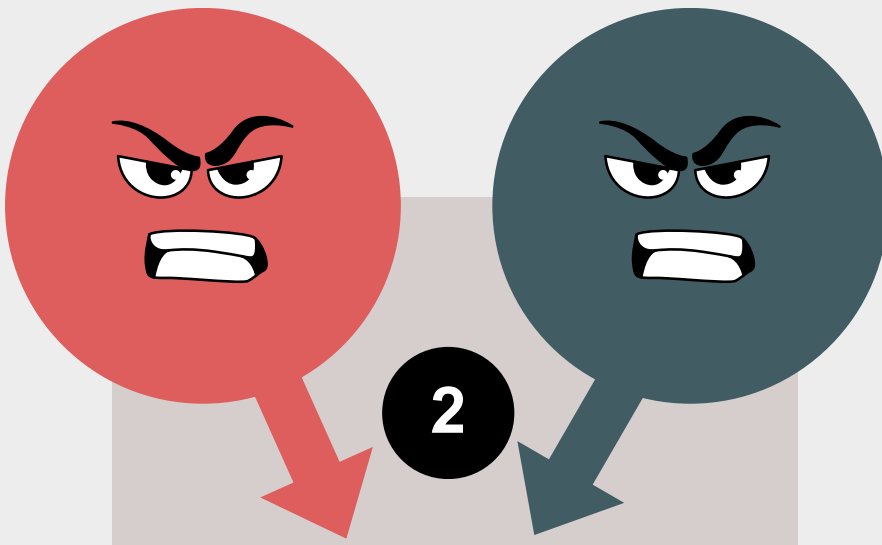


Destructive Conflict Resolution Process

1 Understand Individuals

Meet each individual separately (in private). Your aim is to understand what each person **thinks** if causing the conflict.



2

Review all sources of potential conflict external to the individuals

Bring both parties together so they can work together to resolve the conflict.

3

Understand Causes



Manager Facilitates

Your aim is to get both parties to understand what is causing the conflict without assigning blame.

Remember, a lot of inter-staff conflict is caused by organisational set-up, conflicting objectives or expectations and conflicting responsibilities.

4

Solutions



Solutions should come from the parties in conflict for the resolution to be effective.

Only introduce your solution if both parties can't or won't produce mutually acceptable options.

5

Agreement

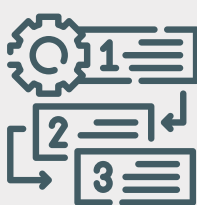


Ensure both parties reach an agreement that treats each party as fairly as possible.

Ensure you think it can be practically implemented

6

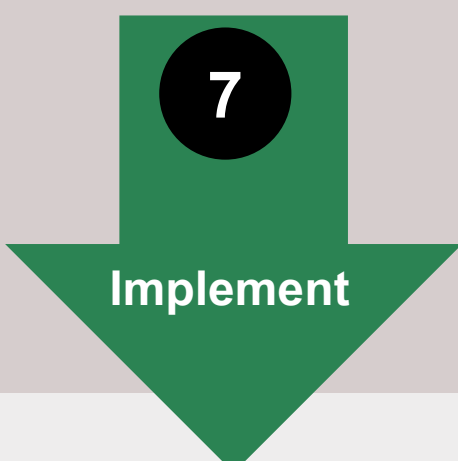
Plan



Ask both parties to plan how the agreed solution is going to be implemented, with clear responsibilities and timeframes for each party.

7

Implement



Facilitate or oversee the implementation of the agreed solution.

Ensure both parties are fully committed to the implementation.

Manager - Your most important role is to facilitate and create mutual understanding without taking sides. Flex your approach to the people and the situation.