

7 steps to conflict resolution

When interpersonal conflicts arise, apply this seven-step process to resolve them:

1. Talk about the disagreement and agree on the real issue.
2. Ask why the issue is a problem, and why you need to resolve it.
3. Devise several solutions that could resolve the issue.
4. Choose the best solution to the problem, but be willing to compromise.
5. Agree what you each need to do to solve the conflict.
6. Bring closure by shaking hands, repeating your individual commitments and saying “thanks.”
7. Follow through on your commitments.

—Adapted from The Common Sense Guy blog, by Bud Bilanich, www.commonsenseguy.com.