

# ***Conflict resolution***

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**Step 1.** *Is there a problem?*

**Step 2.** *Stop and think.*

**Step 3.** *Why is there a conflict?*

Get the facts and check my beliefs.

Get the other person's perspective or point of view.

What are our positions, and our needs?

**Step 4.** *What do I want?*

**Step 5.** *Think of solutions.*

**Step 6.** *Look at consequences.*

**Step 7.** *Choose what to do and do it.*

**Step 8.** *Evaluate the results.*

<b><i>Positions</i></b>	<b><i>Needs</i></b>

Your **thoughts** and **feelings** can signal that a problem is about to begin.

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***Thoughts***

Ideas from your mind, ways you understand or reason about things

***Feelings***

Emotions, gut-level reactions (sometimes hard to control)

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**Related terms:**

- Physical Responses:
- Hot-headed thoughts:
- Cool-headed thoughts:
- Preconceived biases:
- Prejudice:
- Perspective/Point of view
- Basic goal:
- Action goal:
- Short-term goal:
- Long-term goal:
- Passive:
- Aggressive:
- Assertive:
- Costs and Benefits:
- Consequences:
- Errors in Thinking: