

< < .. DEALING WITH CONFLICT .. > >

What is the conflict?

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STEP ONE Talk to the people involved privately to see if they want the conflict resolved. Clarify the main issues and the undercurrents

STEP TWO Get the people involved together. You must be seen as being a neutral person who is respected and trusted by all parties

STEP THREE Explain that the purpose is not to look at who is guilty or wrong but to sort out a problem through effective and clear communication

STEP FOUR Get one person to speak about their interpretation of a situation using non aggressive and non blaming language if possible

STEP FIVE Ask the other person to repeat back what they think the first person has said. Sometimes this part has to be done by you

STEP SIX Confirm with person one that what has just been said is a fair summary of what they said or wanted to say

STEP SEVEN Get person two to explain their side of the story in non aggressive and non blaming language

STEP EIGHT Go through steps five and six the other way round!

STEP NINE Summarise the situation and ask people to go away and not talk about what has been said and not to gossip about the other person

STEP TEN Meet again soon if possible to discuss the outcomes

SOME HANDY HINTS

1. Thank them and tell them they are courageous to be there. It is confidential
2. Use short, sharp examples from your life or others that illustrate points
3. Be firm but fair, gentle but assertive. If you believe in prayer then pray!!!