

# Simple Steps for Managing Conflict

## Identify

What is the root of the problem?  
What part have I played in this?  
What's the best outcome for everyone?

## Understand

Take it in turns to explain your side of the story.  
Use active listening skills and open questions.

## Brainstorm

Write a list of potential resolutions, paying special attention to any that you agree on. Channel your logical thinking and emotional intelligence.

## Agree

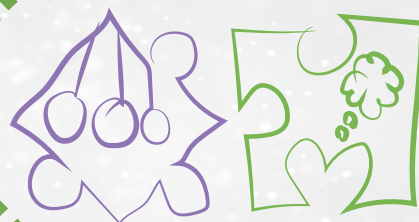
Choose a solution that keeps everyone happy.  
This isn't always possible, but compromise is important.

## Document

Write a message between you both, committing to the decision you've made.

## Monitor

Agree to check in with each other at a later date.  
If there's a problem, you can go back and brainstorm other options.



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Produced to support iHASCO's  
Conflict Resolution Training.  
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