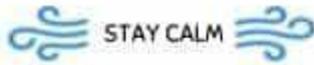


# CONFLICT RESOLUTION STEPS



WHAT IS THE CONFLICT?

LISTEN / UNDERSTAND BOTH SIDES

\_\_\_\_\_ 'S SIDE

\_\_\_\_\_ 'S SIDE

POSSIBLE SOLUTIONS

DOES IT WORK FOR ME?




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DOES IT WORK FOR ME?




WHAT WORKS FOR BOTH?

PROS

CONS

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WIN-WIN OR COMPROMISE?  
BEST POSSIBLE SOLUTION