

ADDRESSING CONFLICTS

In order to effectively address most conflicts it is important to address the following elements, usually in the order shown below:

- 1. CONCERNS**
 - Clarify your own and the other parties concerns

- 2. EMOTIONS**
 - Understand why the conflict is important to you
 - Listen to the other persons' experience and what the conflict means to them

- 3. RELATIONSHIPS**
 - Try to build the relationship, before you tackle the big issues
 - Show your concern and commitment to resolving
 - Establish trust

- 4. ISSUES**
 - Prioritise the issues to be addressed
 - Stick to solving one issue before moving onto the next
 - Find points of easy agreement. This will develop a shared sense of confidence that progress is possible

- 5. AGREEMENTS**
 - Clarify agreements

- 6. FOLLOW-UP**
 - Put plans in place to follow up
 - Understand that building trust after conflict is a process, which involves trust, vulnerability and doubt on occasions
 - Talk about how you would like to address any future tensions (without constellating those problems)