Steps to Initiating Conflict Resolution Strategies

**STEP 1**
Clarify each person’s position on the issue
- practise positive speaking
- practise positive listening

**STEP 2**
Check understanding
- repeat what you hear
- reword your position until other parties understand

**STEP 3**
Identify points of agreement
- select one person to record ideas
- suggest changes and brainstorm to find consensus
- try to identify other positions

**STEP 4**
Share responsibilities
- each party identifies some actions they can take to resolve the conflict
- agree on a timeline