

**Conflict Resolution Worksheet**

Imagine that you are face to face with your conflict partner(s). This is your opportunity to plan for what could be a potentially difficult interaction. Use this guide to plan for this encounter. By planning this important dialogue, you increase your chance of having a successful outcome. You can get ready for this meeting by:

* going over the things you want to say in your mind
* using a flowchart to draft your discussion
* thinking through how you will respond to difficult situations• practicing with a learning partner.

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| **1. Establish rapport and set the stage.**How can you break the ice and lay the groundwork for a discussion? Think of actual sentences you might use. |
| **2. Describe the situation and the behavior.**How can you state clearly and objectively what you want in a way that is less likely to provoke excessive defensiveness?Plan an actual sentence you could use. |

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| **3. Prepare for the interaction.** |
| a. Outline how the other person might possibly respond. |
|  **I.**  |  **II.**  |  **III.** |
| b. Outline your counters to each response. |
|  **I.**  |  **II.**  |  **III.** |
| **4. Review and reflect.**Answer the questions below after your meeting. |
| What did you learn from the meeting? | What worked? | What could be improved? | How will you modify your script? |