



Healthy Interactions

RESOLVING INTERPERSONAL CONFLICT

Interest-Based Conflict-Resolution Model

Step 1: Establish a Positive Environment

- ☀ Determine who the parties are.
- ☀ Provide a sufficient amount of time and a convenient time for meeting.
- ☀ Select location, preferably a neutral setting.
- ☀ Set the ground rules (respect, listen attentively while others are talking).
- ☀ Express motivation to resolve differences.

Step 2: Define the Problem and Clarify the Issues

- ☀ Each participant provides a brief personal statement outlining his/her point of view.
- ☀ Participants practise active listening when others are speaking.
- ☀ Summarize the essence of what has been heard to ensure correct understanding (perhaps paper or even a flip chart is necessary).
- ☀ Form a neutral agenda that does not assign blame.

Step 3: Determine and Clarify Interests

- ☀ Actively consider each person's interests.
- ☀ Use active listening skills. Listen to the other party(s), then restate interests (reframe, paraphrase).
- ☀ Ask open-ended questions for clarification.
- ☀ Use "I" statements.
- ☀ Be descriptive; avoid being judgmental.
- ☀ Use and encourage assertive language. Avoid both passive and aggressive language.



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Step 4: Generate Solutions and Problem Solve (Seek a Solution)

- ☀ Summarize interests; clarify what that means in terms of desired outcome or goals.
- ☀ Brainstorm together for a mutually generated list of options (not all have to be acceptable).
- ☀ Discuss alternatives; each person may select an alternative for use if agreement is not possible.
- ☀ If a solution is not becoming apparent, you may need more information, more trust or more energy; need to discontinue talk and come back to the discussion after further exploration of interests; agree to disagree, or agree that you cannot reach an agreement at the moment and set a time for future discussion; or need to generate more options.
- ☀ Ensure fairness—meet interests of all parties.
- ☀ Evaluate options for legitimacy (practicality and possibility).

Step 5: Develop Action Plan

- ☀ Develop an action plan to reach consensus: answer who, what, when, where and how, and work out the details.
- ☀ Seek commitment and closure:
 - Check assumptions/clarify understandings.
 - Identify the potential for agreement; propose closure on that basis.
 - Record commitments in writing: who, what, when.
 - Double-check to be sure the solution is both realistic and legitimate.

Step 6: Follow Up Action and Evaluate

- ☀ Establish criteria and conditions for follow-up and review.

