

CONFLICT RESOLUTION PRINCIPLES

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Constructive conflict resolution:

1. Defines the issue as objectively as possible.
2. Deals with one issue at a time.
3. Sets a time for the discussion.
4. Avoids bargaining over positions.
5. Separates the people from the problem.
6. Clarifies each party's needs and interests.
7. Invents options for mutual gain.
8. Uses objective criteria for evaluating options.
9. Sets a time for re-evaluating the outcome.

Adapted from R. Fisher and W. Ury, *Getting to Yes*.