

Student handout 4.1

A six-step approach to conflict resolution

1. Needs of party A a) b) c) d)	1. Needs of party B
2. Definition of the problem	
3. Ideas for solutions a) b) c) d)	
4. Evaluate the solutions for party A a) b) c) d)	4. Evaluate the solutions for party B a) b) c) d)
5. Which solution is the best?	
6. Decide how and when the solution will be evaluated	