

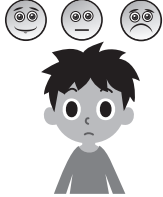



A Four-Step Problem-Solving Model for Conflict Resolution

Four-step problem-solving model	Situation 1 example	Situation 2 example
 <p>1. Identify the problem: What are you arguing about?</p> <ul style="list-style-type: none"> • Have the other person state his or her wants and feelings. • Describe how you feel. • Read the other person’s body language. • Summarize both people’s wants and feelings and what they suggest. Is there a disagreement? 		
 <p>2. Develop a plan (solutions): List some of the ways you can solve this problem. Each person should generate at least two solutions.</p> <ul style="list-style-type: none"> • Is someone willing to compromise? • It is important to be open minded and respectful instead of being spiteful or sarcastic during the brainstorming of ideas step. • Which way seems the most reasonable, responsible, and respectful for those involved? 		
 <p>3. Evaluate the plan: Determine if the plan will work.</p> <ul style="list-style-type: none"> • What would happen if. . . ? • Would it be safe and fair? • How would everyone feel? • Does it work for all involved? • Is it a win-win situation? • Is the plan realistic and will it help make the situation better? 		
 <p>4. Implement the plan: Everyone agrees to try the plan.</p>		