Five-step approach for resolving conflict – recording sheet

Stop and think!

1. What is going on? What can I say to myself so that I don’t act without thinking?
   I can say:

Say it!

2. This is the problem:

Listen up!

3. What does the other person REALLY think and feel?

Possibility thinking!

4. How many solutions can I formulate?

Win-win!

5. This is the solution that would ensure a ‘win-win’ for both of us: