

State the following

- Purpose
- Your role (as a facilitator)
- Their role
- Time frame
- Rules

Example

- Purpose:* To bring the conflict to a point of mutual understanding and to establish and implement rules.
- My role:* To facilitate the discussion, ensure understanding, and establish and implement rules.
- Your role:* Share your perceptions, gain understanding of each other's perceptions, suggest and establish solutions.
- Rules:*
- Do not interrupt.
 - Be brief and specific in sharing your perceptions.
 - Treat each other with respect.
 - Keep voices down.
- Step 1:* Ask one employee to state the problem as he or she sees it.
- Step 2:* Ask the other employee to share their perception of what they just heard the first employee say.
- Step 3:* Ask the first employee to confirm the accuracy of that repetition.
- Step 4:* Now ask the second employee to state the problem as he/she sees it. Then repeat Step 2 and Step 3.
- Step 5:* Focus on objective facts:
- Have employees qualify perceptions/statements by giving specific facts or behaviors.
 - Relate issues and behaviors to department needs/goals and vision.
- Step 6:* Ask each employee to suggest solutions to the conflict.
- Step 7:* Bring both employees to an agreement on the specific solution and action steps they will implement to resolve the conflict.
- Step 8:* Set up a date for a review of progress if necessary, or you may informally follow up with each individual separately.

- Developed by ANNA's Administration Special Interest Group -