

Teacher Notes: Steps in Conflict Resolution

Define the Problem

- Each party takes a turn describing the problem from his or her point of view. Participants should show respect for each other.

Suggest a Solution

- Each party suggests a solution

Evaluate a Solution

- The solutions are discussed. The parties explain the part of a suggestion that (1) they agree with, and (2) they cannot accept.

Compromise

- If the parties are fairly close to agreeing, they may compromise or settle the dispute by each agreeing to give up something.

Think Creatively

- If the parties cannot compromise, they brainstorm different ways to approach the problem and try again to reach a compromise.

Seek Mediation

- If no solution is reached, the parties invite a third party to listen and make suggestions.

Seek Arbitration

- Arbitration is used when the parties agree that a solution must be found but cannot agree on what the solution should be. The parties submit the conflict to a third party who will make the final decision. The parties agree beforehand to abide by the arbitrator's decision.