

Dealing with Conflict in the Workplace

Handout: To Achieve Win/Win Results

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- ❑ Gain participation from everyone involved in the conflict.
- ❑ State the reason to work on a solution.
- ❑ Have each party see the problem/situation from the other point of view. State what you want. Repeat what you hear.
- ❑ Identify the key issues and concerns involved.
- ❑ Determine what results would constitute a fully acceptable solution.
 - State what you WANT to happen when results have been achieved.
 - Include the results for you, for your relationships, and for job or task achievement.
 - Agree to work toward resolution and schedule a follow-up meeting if necessary.