

Steps to a Facilitated Dialogue to Resolve Conflict

Step 1: Pre-conferences

The facilitator meets individually with each person to hear their perspective on the conflict and to determine whether they are good candidates for a facilitated dialogue.

Step 2: Agree to Participate

Participants understand and sign the groundrules for participation.

Step 3: Share Point of View

The facilitator gives each person an equal opportunity to share their perspective on what happened and how they feel about the conflict/situation.

- ***What happened?***
- ***What were you thinking/feeling at the time?***
- ***Who else was affected by what happened?***
- ***How has the conflict changed your relationship?***
- ***What do you feel is the major problem to be resolved?***

Step 4: Identify Needs and Interests

The facilitator gives each person an equal opportunity to share their needs and interests.

- ***What do you need in order to fix the problem?***
- ***How do you want things to change?***
- ***What might happen if this doesn't get resolved?***
- ***What do you want the other person to understand about where you are coming from?***
- ***What questions do you have for the other person?***

Step 5: Brainstorm Solutions: Create Win-Win Options

The facilitator asks the participants to brainstorm possible solutions. The facilitator guides the process, but lets the participants "do the work." The facilitator takes notes to capture all ideas.

- ***What ideas do you have that would help resolve the conflict?***
- ***What possible solutions would fix the harm?***
- ***What options can you think of to prevent the situation from happening in the future?***

Step 6: Evaluate Options

Evaluate which option would work best and what people are willing to do.

- ***Which idea will resolve the problem?***
- ***Do you think it will work for both of you?***
- ***Does it fix the harm? Is it fair?***

Step 6: Write the Agreement

The final step is to write and sign an agreement. The agreement should be balanced, mutually satisfying, specific, realistic, and fair. The agreement should address what, if anything, can be shared with others (confidentiality), and should address the plan if the agreement is broken.

What are you willing to do?

Is the problem resolved?

What have you agreed to?