
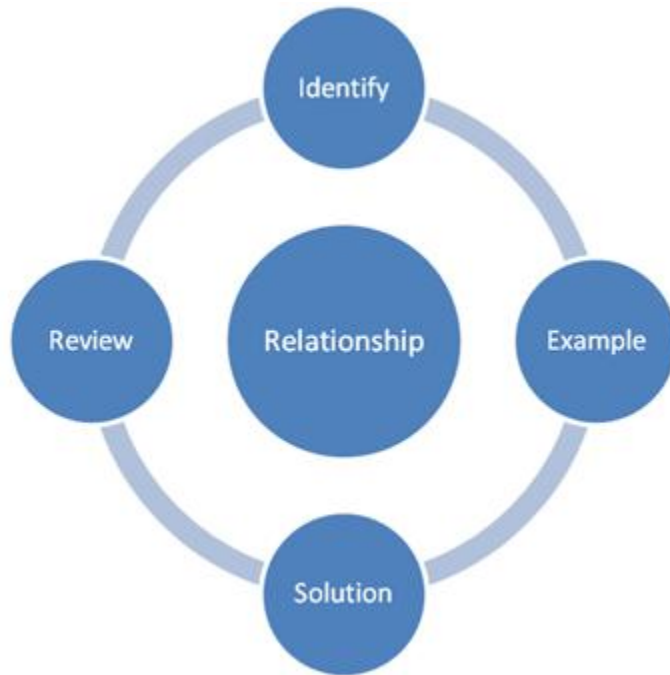


The Source:  Relationship
Resolving Conflict

Four (4) part approach:

Identify:	This is what I experience	General issue what occurs for you or how you feel
Example:	This is when I experience it	Give specific examples; not for complaining but for clarity
Solution:	This is would be better for me	State clearly how you would like the issue handled in the future
Review:	Does this work for you?	Clarify the plan; remember it won't be perfect; will take practice

 Remember the *Relationship* is always the CENTER& focus! Begin and end the conversation with care and concern. Make sure they understand that you are addressing this because you VALUE them/the Relationship!



Identify Issue Specific Examples Preferred Solution Review/Agree on Plan
