

## Conflict Resolution Checklist

	Clarified initial positions (preferred plans of action).
	Summarized with an umbrella statement of the problem (We need to figure out what to do about _____.)
	Explored both sides' underlying concerns, with adequate specific details?
	Looked back to summarize the concerns on both sides.
	Assessed what was each party's main concern(s).
	Sustained a cooperative emotional tone?
	Kept dialogue preceding in short chunks (no long monologues).
	Devised a plan of action responsive to the concerns on both sides?
	Reviewed the plan to check for clarity of what each person would do.
	At the end, asked " <i>Are there any little pieces of this that still feel unfinished?</i> " to address remaining potential factors.

Susan Heitler, Ph.D., 2020