Overview: Steps for Working with the Individual

When doing the preparatory work with each individual involved in the conflict, there are 6 steps:

1. **Getting Clarification** – each person confirms their willingness to participate in conflict resolution and find a solution to the conflict.

2. **Identify the Problem** – sharing the story of their perspective and distilling the problem down to no more than 3 sentences that are free of blame or judgement.

3. **Identify Feelings** – creating a list of the person's feelings, all feelings including those that might be conflicting.

4. **Identify Needs** – what the perceived needs are for the individual, the other person or people involved in the conflict, and the community that is affected by the conflict.

5. **Identify 10 Solutions** – from the most predictable to the most outrageous, using creative problem solving to identify 10 solutions.

6. **Identify Boundaries** – discerning and writing down any boundaries the individual may have regarding the solution. In other words, what a person is not willing to do in order to solve the problem.