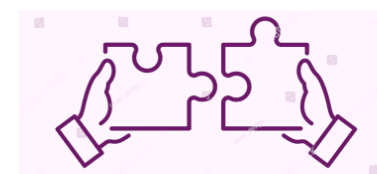
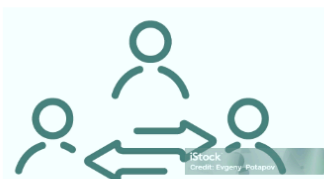


STRATEGIES FOR CONFLICT RESOLUTION



	MEDIATION	NEGOTIATION	COMPROMISE
	<p>Communication Objective Mediation involves a neutral third party who facilitates a discussion between the conflicting parties to help them reach a voluntary agreement.</p>	<p>Communication Objective Negotiation is a direct discussion between conflicting parties aimed at reaching a mutually acceptable agreement</p>	<p>Communication Objective Compromise involves each party making concessions to reach a middle ground that is acceptable to both.</p>
USE...	<ul style="list-style-type: none"> • When communication has broken down • When parties need a structured conversation • When maintaining relationships is important 	<ul style="list-style-type: none"> • When both parties are willing to engage directly • When there is a need for a quick resolution • When parties have a history of cooperation 	<ul style="list-style-type: none"> • When a quick solution is needed • To establish both parties have equal power • When the conflict is not highly complex
	<p>Steps to Mediation:</p> <ol style="list-style-type: none"> 1. Set Ground Rules: Establish rules for respectful communication and confidentiality. 2. Identify the Conflict: Allow each party to express their views without interruption. 3. Identify Interests: Discuss the underlying needs of both parties. 4. Explore Options: Brainstorm solutions that address both parties' concerns. 5. Evaluate Options: Assess the feasibility and fairness of each solution. 6. Reach Agreement: Must be mutually acceptable resolution. 	<p>Steps to Negotiation:</p> <ol style="list-style-type: none"> 1. Prepare: Gather information and clarify your objectives. 2. Open Discussion: Share your perspective then listen openly 3. Identify Interests: Communicate needs of both parties. 4. Explore Options: Generate a range of possible solutions. 5. Evaluate Options: Assess the options and select the most viable solution. 6. Formalize Agreement: Document the agreed-upon solution and ensure both parties understand their commitments. 	<p>Steps to Compromise:</p> <ol style="list-style-type: none"> 1. Identify the Conflict: Allow each party to express their views without interruption. 2. Express Willingness: Show readiness to listen 3. Discuss Concessions: Each party suggests what they are willing to give up. 4. Explore Options: Highlight where interests overlap. 5. Evaluate Options: Reach a balanced solution that addresses the key concerns of both parties. 6. Implement the Agreement: Put solution into action and monitor its effectiveness.

Sources: Variable