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| CONFLICT RESOLUTION | | | | NO. | |
| POLICY: It is the policy of this facility to negotiate in an attempt to agree on a solution when a problem exists within the facility.  STATEMENT: Compromising or settling on a mutually agreeable solution is the result of successful negation. Compromise is about being flexible. It means being able to generate alternate solutions when you’ve “Hit the Wall”. Whether it involves a person you can’t get along with, and the idea you know will work but others are reluctant, a change in office systems, or a turf war that needs ending, mastering the arts of negation and compromise are essential to the facility’s success.  PROCEDURE:   1. **Have a positive attitude.** You have a much better chance of coming to an outcome involving mutual gains if you approach the negotiation as an opportunity to learn and achieve a win-win outcome. 2. **Meet on mutual ground.** Find a mutually agreeable and convenient physical space to meet that is comfortable to those involved. Agree on why you will meet and how much time is available to devote to the process. 3. **Clearly define and agree on the issue.** Agree on the statement of the issue using simple and factual terms. If the situation is multifaceted, search for ways to slice the large issue into smaller pieces and deal with one issue at a time. 4. **Do your homework.** Take time to plan. You must not only know what is at stake for yourselves but you need to know the other side’s concerns and motivational. Take into consideration any history or past situations that might affect the negations. Know the must-haves (nonnegotiable items) and nice-to-haves (negotiable items). Determine the best resolution, a fair and reasonable deal, and a minimally acceptable deal. 5. **Take an honest inventory of yourself.** Determine the level of trust in the other person and the process. Be conscious of aspects of your personality that can help or hinder the process. 6. **Look for shared interests.** Get on the same side of finding and establishing similarities. Since conflict tends to magnify perceived differences and minimize similarities, look for common goals, objectives, or even gripes that can illustrate that you are in this together. Focus on the future, talk about what is to be done and tackle the problem jointly. 7. **Deal with facts, not emotion.** Address problems, not personalities. Avoid tendencies to attack the other person or to pass judgment on their ideas and opinions. Avoid focusing on the past or blaming the other person. Maintain a rational, goal-orientated frame of mind. This will depersonalize the conflict, separate the issues from the people involved, and avoid defensiveness. | | | | | |
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| CONFLICT RESOLUTION | | | | NO. | |
| 1. **Be honest.** Don’t play games. Be honest and clear about what is important to you. Equally important is to be clear and communicate why your goals, issues and objectives, are important to you. 2. **Present alternatives and provide evidence.** Created options and alternatives that demonstrate willingness to compromise. Consider conceding the areas that might have a high value to the other person but are not that important to you. Frame options in terms of the other person’s interests and provide evidence for your point of view. 3. **Be an expert communicator.** Nothing shows determination to find a mutually satisfactory resolution to conflict more than applying excellent communication skills. Ask questions, listen, rephrase what you heard to check for understanding, and take a genuine interest in the other side’s concerns. Reduce tension through humor, let the other person “vent” and acknowledge the other’s views. Focus less on your position and more on the ways in which you can move toward a resolution or compromise. 4. **End on a good note.** Make a win-win proposal and check to make sure that parties involved leave the situation feeling they have “won”. Shake on it, agree on the action steps, who is responsible for each step, how success will be measured, and how and when the decision will be evaluated. Be open to reaching an impasse for non-critical issues-agree to disagree. 5. **Enjoy the process**. Look at the benefits of learning other people’s point of view. People report that after overcoming conflict and reaching an agreement, the relationship grew even stronger. Reflect and learn from each negation. Determine the criteria to evaluate the process and the solution. | | | | | |
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