Constructive Conflict Resolution Answer Key

List the seven steps to resolving conflict:

Step 1: __Clarify the issue________________________________

Step 2: __Find out what each person wants_________________

Step 3: __Identify various alternative_______________________

Step 4: __Decide how to negotiate_________________________

Step 5: __Choose the best alternative_______________________

Step 6: __Solidify the agreement___________________________

Step 7: __Review and renegotiate___________________________