

FIND & RESOLVE UNDERLYING ISSUES



STEP 1

Spot danger signals

Be aware of verbal and non-verbal cues:

- Verbal—Interrupting, giving vague answers, tone of voice (too loud, too soft)
- Non-verbal—Crossed arms, shrugging, eye-rolling, lack of eye contact



STEP 2

Get to the bottom of it

- Identify and define the problem
- Ask non-judgemental, probing questions
- Use phrases like, “I’m curious about...” rather than “Why did you?”



STEP 3

Brainstorm solutions

- Engage involved parties to get their input on what would be a fair resolution
- Think of solutions that would result in a positive result for all involved
- Identify a common good



STEP 4

Agree on a plan of action

- Have involved parties restate what the resolution is
- Involved parties should acknowledge their responsibilities in the process



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