

# 4 STEPS TO SUCCESSFUL CONFLICT RESOLUTION

There are 4 interrelated criteria that are indispensable to successful conflict resolution. If both parties to a conflict meet all 4 of these criteria, it should be possible to achieve a positive resolution. *HOWEVER, both parties must meet all 4 criteria:*

- 1. The Motivation To Mediate** – Both parties must be motivated to resolve the conflict in question; if either person is not willing and motivated to face the realities of the conflict (the issues, feelings, behaviors, etc.), that mediation is generally doomed to failure.
- 2. Self-Responsibility** – Each party to a conflict must be willing to take responsibility to participate fully in the process and to accept responsibility for the outcome.

Self-Responsibility has 3 parts:

- You each need to do what is necessary to understand your situation thoroughly.
- You each need to understand your own priorities – your needs, your plans for the future, what is important to you.
- You each must be willing to stand up for yourself, and face whatever conflict arises.

- 3. The Willingness To Disagree** – The willingness to stand up for yourself requires a determination not only to express your point of view, but also to hold out against any decision that would impede you from moving ahead with your life.
- 4. The Willingness To Agree** – The willingness of both parties to work toward mutually acceptable decisions. (A failure to meet this criteria will derail or de-stabilize any resolution that is negotiated.)

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(adapted from “Four Steps To Conflict Resolution” by Gary Friedman)