APPENDIX 2: 
PROBLEM-SOLVING/DISPUTE RESOLUTION CHECKLIST

Before You Begin

☐ You and other people in dispute agree on the best approach to resolution.
☐ You agree on a process and ground rules.
☐ You are comfortable with your goals and the potential of the process to meet them.
☐ If you are involved in a third-party role (as a facilitator, mediator, or conciliator), you are neutral and seen as neutral by everyone involved.

While Creating Resolution

☐ You listen actively to the others by asking open-ended questions, discussing points that are not clear, and checking your understanding of what you think others have said.
☐ You communicate clearly by speaking about the issues directly, asking for feedback if others appear to have misunderstood you, and stating facts.
☐ You discuss issues in a respectful manner.
☐ You work towards a common understanding of the issues.
☐ You strive to keep the process moving by avoiding emotional hooks and unrelated issues.

Wrapping Up

☐ Solutions are put in writing.
☐ You agree on a plan to implement solutions.
☐ You set a date to evaluate the success of the solutions and make revisions, if necessary.