

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.

