

APPENDIX 3:

DISPUTE RESOLUTION: TROUBLESHOOTING CHECKLIST

When moving between one level of dispute resolution and another, it is a good idea to re-focus your position and restate your goals. While doing so, it may be helpful to think about how the dispute resolution process could have been more successful.

These are some questions you may want to ask yourself. You may also want to think about how the other person or people in the dispute might answer them:

- Were you dealing with the person who was most able to work with you to resolve the dispute?
- Were you working with the approach that was most likely to get satisfactory results?
- Were the policies and procedures of the approach clear and understandable?
- Were you able to identify and discuss the results you were hoping for?
- Were you keeping the student at the centre of the discussion at all times?
- Were you clear about whose needs were being met?
- Were you really listening?
- Did you feel that you were being listened to?
- Was the meeting timely? Was it too early or too late?
- Was the meeting environment comfortable and welcoming?
- Were you working toward positive solutions at all times?
- What were your goals? Were they realistic?
- Were you committed to resolving the dispute?
- Was there mutual respect, tolerance, and acceptance?
- Were you being open to each other's values, differences, and ways of communicating and solving problems?
- If you were wrong, were you willing to admit it?

