

Print this list of conflict management process steps and post them up where you will see them regularly.

## Conflict Management Process Steps

**Step 1** – Describe what you want.

**Step 2** – Describe how you feel about the situation.

**Step 3** – Explain your reason for what you want in the situation.

**Step 4** – Attempt to understand what the other person wants and feels.

**Step 5** – Brainstorm potential agreements that would be beneficial to you and the other person.

**Step 6** – Choose the agreement that seems the best for both.

**Step 7** – Agree to abide by the conditions of the agreement.