

## **Identifying the Basis of Conflict**

In the workplace, what appears to be a conflict based on culture, race, or gender is often a **Work or Communications Problem.**

This checklist outlines steps to identify the basis of conflict and suggests strategies to resolve the conflict.

### **Identify The Root Cause of the Conflict & Get All The Facts:**

- What is the real problem -- what really happened?
- Get facts, not interpretations.
- What are the parts of the problem?
- What is the root cause of the problem?

### **Identify Points Of View In The Conflict:**

- Who is experiencing the problem?
- What are the conflicting points of view?

### **Identify Who Can Solve the Problem**

### **Identify the Desired Results -- The Desired Resolution**

### **Develop A Plan To Get Those Results:**

- Which conflict resolution style is best suited to resolve the conflict?
- Can this plan achieve win-win (or closure) for the parties involved?
- Do all parties understand the root cause(s) so future conflict can be avoided?
- Is the resolution mutually agreeable and/or beneficial to all parties?
- What actions will be taken?
- Who will take these actions?
- When will these actions be taken?

This is not a cookbook or magic formula to resolve conflict. However, if you follow these steps AND exercise good judgment and careful consideration, you *should* be able to distinguish between culture or gender-based conflict and work-based conflict. With that understanding, you are well on your way to resolving the conflict.