

## Assess your Ability to Facilitate Conflict Resolution

Question	Never	Occasionally	Frequently	Always	Goal
1. When dealing with a conflict between two team members, I deal with both in an impartial, even-handed way.					
2. When dealing with a conflict between two team members, I make it clear to them why it's necessary to resolve the conflict. Defining the impact their behavior is having on the organization.					
3. When dealing with a conflict between two team members, I get each to state his or her view of the problem.					
4. When dealing with a conflict between two team members, I help them to see the situation objectively – only what can be Observed. No MSU. Making Stuff Up.					
5. When dealing with a conflict between two team members, I am comfortable asking them about feelings.					
6. When dealing with a conflict between two team members, I am curious about their underlying needs and can paraphrase their needs so they understand each other.					
7. When dealing with a conflict between two team members, I help them articulate their requests.					
8. When dealing with a conflict between two team members, I do not take sides but make sure each person is heard.					
9. When dealing with a conflict between two team members, I let them work out their own agreement and just make sure it meets the bottom line business needs.					
10. When dealing with a conflict between two team members, I set up a time to follow up and do it.					