

## SKILLS FOR GUIDING CONFLICT RESOLUTION

Scoring: 0 to 5

1. Clarified initial positions, summarizing with a "we" umbrella statement?
2. Explored underlying concerns? with adequate breadth and depth?
3. Joined concerns with And, not But?
4. Summarized, including concerns of both sides?
5. Created and maintained a cooperative emotional tone?
6. Devised solutions and/or a solution set that covered all concerns?
7. Summarized solution for clear common understanding?
8. Checked for last unfinished pieces?
9. Maintained symmetry?
10. Sustained forward momentum by dealing immediately with any deviations from positive communication behaviors?
11. Kept dialogue proceeding in short chunks?
12. Made sure concerns and solutions focused on specifics?