## A Four-Step Problem-Solving Model for Conflict Resolution

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<th>Four-step problem-solving model</th>
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| 1. **Identify the problem:** What are you arguing about?  
  - Have the other person state his or her wants and feelings.  
  - Describe how you feel.  
  - Read the other person’s body language.  
  - Summarize both people’s wants and feelings and what they suggest. Is there a disagreement? | | |
| 2. **Develop a plan (solutions):** List some of the ways you can solve this problem. Each person should generate at least two solutions.  
  - Is someone willing to compromise?  
  - It is important to be open minded and respectful instead of being spiteful or sarcastic during the brainstorming of ideas step.  
  - Which way seems the most reasonable, responsible, and respectful for those involved? | | |
| 3. **Evaluate the plan:** Determine if the plan will work.  
  - What would happen if...?  
  - Would it be safe and fair?  
  - How would everyone feel?  
  - Does it work for all involved?  
  - Is it a win–win situation?  
  - Is the plan realistic and will it help make the situation better? | | |
| 4. **Implement the plan:** Everyone agrees to try the plan. | | |