

# Model for Conflict Resolution

## De-escalate Tension

Engage in conversation. (No personal attacks.)

## Diagnose the Root Cause

What is causing the problem?  
Focus on cause, not symptoms.

## Stay High and Dry

Be fair, equitable, and neutral.

## Defuse the Conflict

Look to calm each side.

## Find Common Ground

Focus on shared vision, shared goals,  
and shared solutions.

## Follow Through

Monitor progress.  
Restart the process if necessary.

