



## Step 2: Get to the root of the problem

**Instructions:** Once you've heard stories from every side, write down some possible root causes for the conflict based on what you've heard. Schedule follow-up discussions with each team member and try to identify the root cause by asking questions that might confirm or negate your judgment about the cause.

**Tips:** *Keep in mind that the inciting event often isn't what causes conflict. Keep your ears open for underlying issues that may not be obvious at first.*

### Possible root causes (from your perspective - before follow-ups)

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### Possible root causes (after follow-up with team member #1)

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### Possible root causes (after follow-up with team member #2)

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### Final assessment of root-causes of the conflict

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## Step 3: Explore Solutions

**Instructions:** Gather everyone involved into a comfortable meeting environment. Ask each party what they would find personally acceptable as a resolution to the issue.

**Tips:** *If both parties suggest the same resolution (assuming that it's practical), then accept that as the solution. If not, try to find some middle ground.*

### Team member #1 proposed resolutions

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### Team member #2 proposed resolutions

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### Your proposed resolutions

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Was an agreement met between all parties?    YES \_\_\_    NO \_\_\_

If YES, what is the resolution?

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If NO what resolution have you decided upon?

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