

# Four Crucial Steps in Conflict Resolution – My P.R.E.P. Worksheet:

## P. Plan the Conversation

### W.P.S.A. - My Notes

Describe the Situation:

---

---

---

**Warm Open** – Sincere. Specific. Appropriate.

---

---

**State the Problem** – Facts. One sentence. Do they agree? ASK: “Tell me your view...”

---

---

**Solutions** – What solutions might the other person offer?  
What solutions are you thinking about?

---

---

---

If the other person offers a solution that won't work, ask:  
“Do you see any problems with that idea? What other ideas do you have?”

**Agreement** – Review what was discussed. Agree on next steps.

---

---

## R. Review Reasons:

**What's his/her Style?** *Can I adapt?*

**What are his/her motivators?** *Can I understand?*

**Do we have unresolved history?** *Is there anything I can say or do about this?*

## E. Emotion Check-In

Hungry? \_\_\_

Angry? \_\_\_

Tired? \_\_\_

Lonely? \_\_\_

## P. Perfect Listening Skills

Demonstrate my desire to understand by asking questions. Tune into the other person.

I will: Reflect, Probe & Support, before I Advise.