## **DISPUTE RESOLUTION PLAN**

· Acknowledge the conflict - Explain the conflict to the behaviour management liason (Luke), Luke then to report incident to the team leader (Paula). Prepare for Resolution • Discuss the impact - Explain how you think the conflict will impact on the group. · Agree to communicate - Agree to collaborate with the group · Clarify position - Establish everyone's points of view. · Make a list - List facts, assumptions and beliefs underlying each Understand the position . Consider all points of view - analyse all facts with an open mind Situation Discuss as a team - Step away from emotional attachments and talk about the issue/s clearly and respectfully understanding others. Decide on course of action - use analysed facts to Reach Agreement establish productive result and move forward.

Mind Tools. (2016). *Resolving Team Conflict*. Retrieved July 31st 2016, from https://www.mindtools.com/pages/article/newTMM\_79.htm