

The ACBD's of Conflict Resolution

(Problem-solving steps)

Air All Viewpoints

- Interview everyone (Active listening)
- Tell your side (I-messages)

Clarify the Problem

- Combine everyone's basic needs (Reframe)
- Agree on the problem (Restate)

Brainstorm Solutions

- Generate ideas, relax and don't criticize (Generate)
- Eliminate weak solutions (Evaluate)

Develop an Agreement

- Choose one or a combination (Agree)
- Specify and document detailed agreement (Capture)
- Plan a time to check back to see how it is working (Monitor)

All but last point (Monitor) is from Marina Piscalish, Ph.D