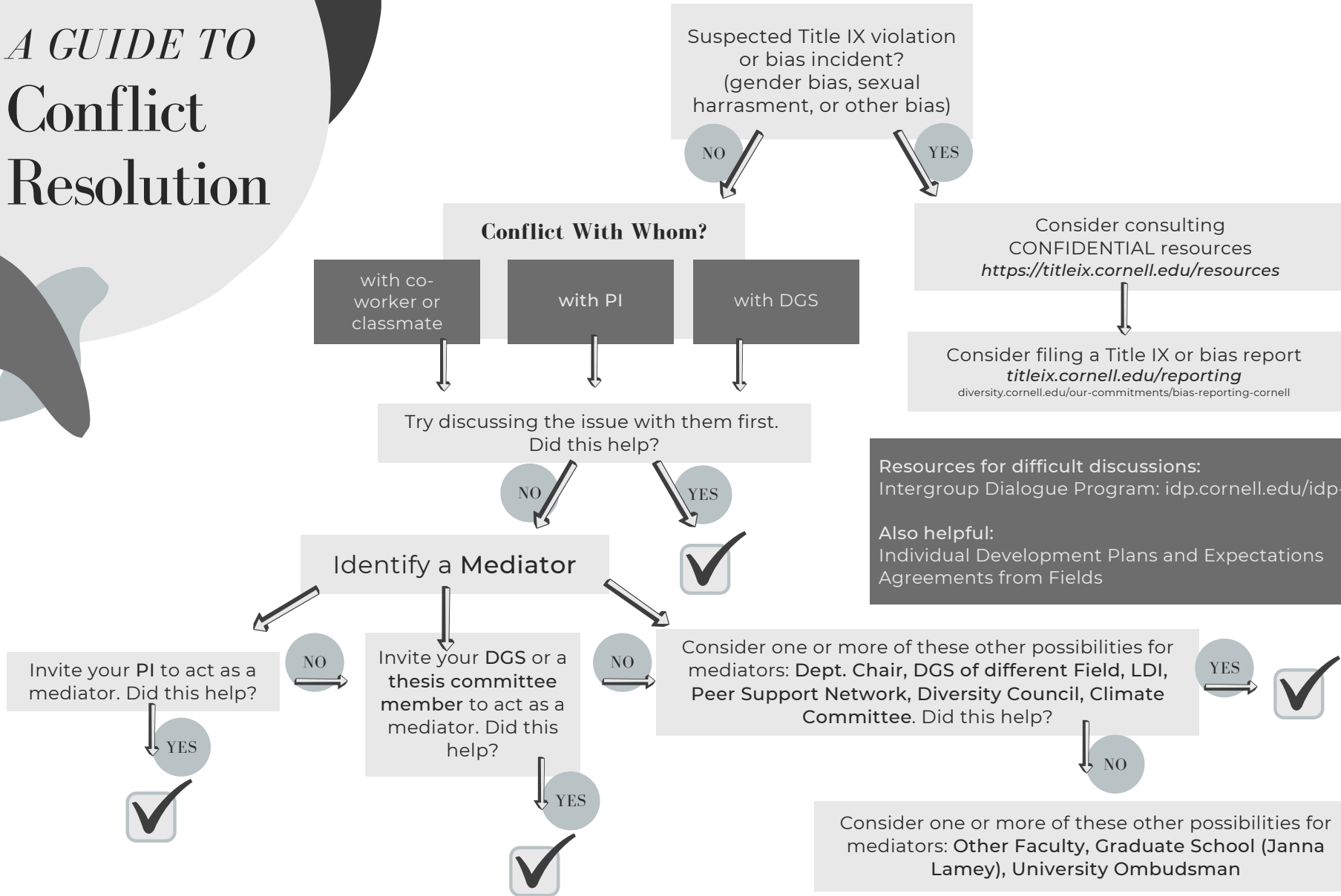


A GUIDE TO Conflict Resolution



Resources for difficult discussions:
Intergroup Dialogue Program: idp.cornell.edu/idp-guides

Also helpful:
Individual Development Plans and Expectations Agreements from Fields

Goals of conflict mediation:

1. Ensure that the concerns of all parties are discussed and understood.
2. Reach a shared understanding about which concerns can be addressed.
3. Reach a concrete agreement regarding a plan and timeline to address the concerns.
4. Reach a shared understanding about how the parties will know if the plans, once enacted, have addressed the concerns.
5. Develop a concrete agreement to evaluate whether the plans, once enacted, have addressed the concerns, and if they have not, to modify the plans.

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