

RESOLVE CONFLICT:

EVERYONE CAN WIN

Skill 9: Designing options

Extra study materials



Designing options: overview

Development

What is the range of options? You may employ each of these tools several times as you build your solution.

Selection

Is it built on a win/win approach?

Does it meet many needs of all parties?

Is it feasible?

Is it fair?

Does it solve the problem?

Can we settle on one option or do we need to trial several?

Implementation

Are there a number of parts or steps involved?

What are they?

Who is responsible for each?

Is the responsibility shared fairly?

What is the time frame?

What is the review and evaluation process?

Agreements

Are there any other relevant issues that need to be addressed? Do we need agreement displayed e.g. by handshake, show of hands or in writing?



