Perhaps you are reading this activity because you have a conflict that needs resolution. In his book *Resolving Conflict: Ten Steps for Turning Negatives to Positives*, Harold Scharlatt walks readers through the things they need to consider to prepare for conflict resolution.

- **Step 1:** What is the root cause underlying the conflict? Is it a difference over facts, goals, values, or interaction?
- **Step 2:** What are the key influencing factors that will affect the conflict (power, importance, personal conviction, information, time pressure, relationship, need, audience, setting, previous experience)?
- **Step 3:** What interaction approaches are evident? How are you behaving in this conflict?
- **Step 4:** How is the other person behaving?
- **Step 5:** What are your objectives?
- **Step 6:** What are the other party’s objectives?
- **Step 7:** What interaction approach should you take? More or less cooperative?
- **Step 8:** What interaction approach do you think the other party should take toward you?
- **Step 9:** Which issues and influence factors do you need to change, remove, or add?
- **Step 10:** What are your next steps to accomplish your intentions?