



LESSON HANDOUT

One-to-One Strategy

When there is an interpersonal conflict, the conflict takes place between two individuals. The person who initially looks to solve the conflict is called the initiator, and the person who is being asked to work it out is called the responder.

FOR THE INITIATOR:

1 ASK TO TALK

The initiator requests time to talk with the responder to ensure that both people have time to discuss the issue.

2 CHOOSE ONE ISSUE

By choosing only one issue to focus on, both people can stay focused on the actual issue that caused the conflict. If too many issues are addressed at the same time, the root of the conflict can get lost. This also ensures that the initiator has thought through the problem and decided on the most important issue for them.

3 STATE THE FACTS ONLY

This step is used to create agreement among the individuals. Facts are indisputable.

4 STATE ASSUMPTIONS

This is the opportunity for the initiator to let the responder know their thoughts regarding the facts of the issue.

5 STATE YOUR FEELINGS

The initiator tells the responder their feelings about the situation.

6 REQUEST FOR CHANGE

This step requires the initiator to make a request for future interactions.

FOR THE RESPONDER:

1 AFFIRM THE FACTS ARE TRUE

Let the initiator know if you agree with the facts of the situation.

2 CORRECT ASSUMPTIONS

Let the initiator know if their assumptions were right or wrong.

3 ACKNOWLEDGE FEELINGS/SAY SORRY WHEN AUTHENTIC

Let the initiator know that you hear their feelings about the situation. If you truly feel apologetic, let the initiator know exactly what you are sorry for. Be authentic in your apology.

4 STATE YOUR FEELINGS

Let the initiator know how you feel about the situation.

5 NEGOTIATE CHANGE

Directly address the request that the initiator made. If you can fulfill the request for the future, let the initiator know. If you cannot fulfill the request, suggest an alternate solution and look to collaborate.