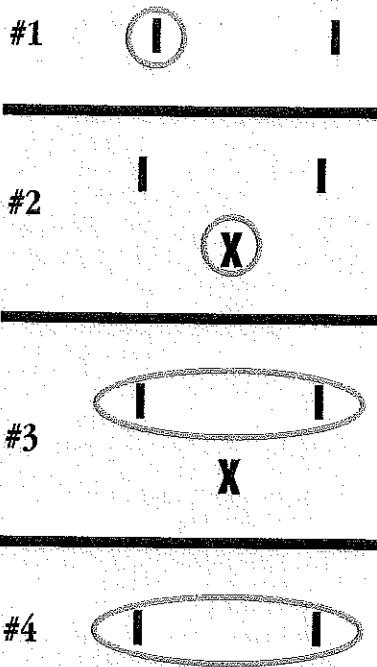
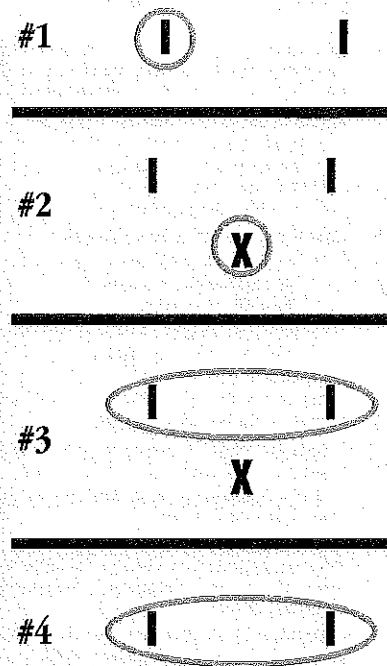


FOUR OPTIONS FOR HANDLING CONFLICT



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A PEACEMAKING PROCESS

1. **Invitation/Safety.** "Is everyone willing to search for a constructive, fair and just agreement? Can we agree to use option #4 or #3?" (If no, should we use option #2 or #1?)
2. **Groundrules.** (Ask for agreement to each)
 - ⚡ "Follow the process."
 - ⚡ "If process seems unfair, say so."
 - ⚡ "No interrupting"
 - ⚡ "Be willing to summarize"
3. **Describe, Summarize, and Recognize.**
 - ⚡ *Person A:* "Describe how you experienced the problem, conflict, or injustice."
 - Person B:* "Summarize."
 - ⚡ *Person B:* "Describe how you experienced the problem, conflict, or injustice."
 - Person A:* "Summarize."

Have experiences been recognized? If no, repeat 3.
4. **Search for Agreements that will:**
 - Restore Equity.** "How can you make things as right as possible now?" and
 - Clarify Future Intentions.** "How can you prevent this from happening again?"
5. **Summarize Agreement and Congratulate.**
Write Agreement (when possible). Set follow-up meeting. Congratulate for being cooperative. (If no agreement, return to 1 above.)
6. **Follow-up.** Are all agreements being kept? If yes, *celebrate*. If problems are reported, repeat process.

"Trust grows when agreements are made and kept."

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