

Resource 8: TOSIPAR tool

<p>Tune into conflict</p>	<p>Think about what's going on now. What is the conflict about? Think about the other party's perception of the problem as well as your own.</p>
<p>Objectives</p>	<p>What do you want to get out of the situation? Don't be woolly – what do you want to happen? What might the other party want to achieve?</p>
<p>Success criteria</p>	<p>How will you know when you have achieved your objectives? What things need to happen for you to consider the confrontation a success? What will the other party consider to be a success?</p>
<p>Information about conflict</p>	<p>Have you got all the facts at your disposal? How do you get them? Do you need to speak to someone in the background before you start?</p>
<p>Plan to resolve conflict</p>	<p>Write down the steps that you need to take to find a solution. What will you say in the meeting or confrontation? How will you respond to the other party's needs?</p>
<p>Action</p>	<p>Do it!</p>
<p>Review</p>	<p>Review the situation regularly if the conflict is ongoing for a while (days, weeks, months). And go back to it after you think it's been resolved to check your success criteria are still applicable. Check that the other party is happy with progress and, eventually, the resolution.</p>