

## Resource 8: TOSIPAR tool

<b>T</b> une into conflict	<p>Think about what's going on now. What is the conflict about?</p> <p>Think about the other party's perception of the problem as well as your own.</p>
<b>O</b> bjectives	<p>What do you want to get out of the situation? Don't be woolly – what do you want to happen?</p> <p>What might the other party want to achieve?</p>
<b>S</b> uccess criteria	<p>How will you know when you have achieved your objectives?</p> <p>What things need to happen for you to consider the confrontation a success? What will the other party consider to be a success?</p>
<b>I</b> nformation about conflict	<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>
<b>P</b> lan to resolve conflict	<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>
<b>A</b> ction	<p>Do it!</p>
<b>R</b> everview	<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.</p> <p>Check that the other party is happy with progress and, eventually, the resolution.</p>