

<b>PEACE WAPITI PUBLIC SCHOOL DIVISION NO. 76</b>
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**Policy JAB – Conflict Resolution**

**Exhibit 3: THE BIG PICTURE: A Division-Wide Process for Resolving Conflict**

PEACE WAPITI SCHOOL DIVISION: PROCESS FOR RESOLVING ISSUES

KEEP LINES OF COMMUNICATION OPEN

	<b>PWSD #76 Template</b>	<b>Problem Solving Process</b>
Step 1	Set the Stage: Names, date, etc. A consciously established context	Be Prepared
<b>(Establish a neutral, safe setting)</b>		
Step 2	Define the Problem	Identify the Issue
<b>(Skill to emphasize: paraphrasing)</b>		
Step 3	Determine Interests	Determine Interests
<b>(Skill to emphasize: reframing)</b>		
Step 4	Generate Solutions	Generate Solutions
<b>(Skill to emphasize: brainstorming)</b>		
Step 5	Action Plan	Determine Solution
<b>(Select best solutions. Develop plan for who will do what.)</b>		
Step 6	Follow Up Action	Access the Solution

Throughout the entire process:

Skills for meeting resistance.

A two-step process: Soft on people, hard on issues

Refocusing on issues: sell your message – their way!