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Exercise | Applying problem solving to interpersonal conflict

Getting along with others requires the ability to negotiate solutions to disagreements. All relationships have times of conflict. It is most important that disagreements not trigger immediate anger and withdrawal. A better reaction to conflict is to seek to find a resolution to which both sides agree. This is called a “win-win” situation and results in both parties being satisfied. A conflict that leads to immediate aggression yields a “win-lose” situation and results in hurt, resentment, and anger. This exercise is designed to help you apply problem-solving skills to current conflicts in your life to produce a “win-win” result.

Describe a problem of conflict between yourself and the other party in as much detail as possible.

Brainstorm all the possible solutions to the problem that you can think of and list them on the following lines.



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Pick two of the most reasonable and fair solutions from your brainstorm list and list the advantages and disadvantages of each solution.

Solution #1

Advantages

Disadvantages



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Solution #2

Advantages

Disadvantages

Select and write down the best solution option that is apparent from your advantages and disadvantages analysis.



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Indicate when and where you will begin to implement the solution you have selected.

After the solution has been implemented, evaluate the outcome of this effort.

What changes need to be made in the conflict solution that you selected for it to be even more effective?