

Guide to Forum Conflict Resolution

Understanding Conflict.....	Page 2
Conflict is inevitable.....	2
Types of conflict	2
Symptoms of Conflict.....	3
Conflict can be constructive.....	3
Risks of Conflict.....	3
Conflict Resolution Process	4
Member-to-Member Conflict	4
Forum “Group” Issues	5
Bringing Issues to the Entire Forum.....	6
Example: Separating the Elements.....	7
Creating an Action Plan.....	7
Summary Checklist for Handling Conflict.....	8
Conflict Resolution – Preparation Form	9
Additional Tools	11
But I Want Joe OUT of the Forum!	11
Member Value Assessment.....	12
Clearing (Clear the Air).....	14
Clean Talk	15
Green Tail Exercise	16

