Healthy Interactions: Resolving Interpersonal Conflict
A Template for Success

PROCESS FOR RESOLUTION

1. Concerned Party: _____   Recipient: _____

   Referred to: _____   Date: _____

2. Define the problem (Details on reverse if necessary):

3. Determine Interests (Consider all parties involved):

Parent's Interests	
Student's Interests	
Teacher's Interests	
Other	

4. Generate Solution Alternatives:

5. Action Plan:

Parent will:	
Student will:	
Teacher will:	
Other person will:	

6. Follow-Up Action (Steps to Closure):

After the Fact:

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The Alberta Teachers' Association

**Saint Thomas Aquinas
Roman Catholic Schools**

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Tips for using the process form
(Numbers used match spaces for completion in the process.)

1.   **Definitions:**   Concerned Party: insert the name of the person raising a concern.

Recipient: identify the person receiving the complaint.

Referred to: insert the name of the person first asked to work toward resolution with the concerned party; normally this will be the person most directly affected by the concern.

2.   **Define the problem**: The person handling the concern should have the skills and take the time necessary to clarify and ensure common understanding of the issue to be addressed.

3.   **Determine Interests**: Consider all parties affected. "Other" could include colleagues, staff members, members of the public and so on. What needs do the participants have that must be considered? What is important to each participant?

4.   **Generate Solution Alternatives**: Brainstorm and consider alternatives. It is not necessary to record option on this form.

5.   **Action Plan**: Record actions to be taken by each participant. A minimum guaranteed action may be simply understanding others' interests. Change or add headings (Teacher, Parent and so on) as required.

6.   **Follow Up**: Determine actions (if necessary) needed to assist in bringing closure (for example, follow-up letter or phone call). Note any time frame for follow up.

After the Fact: In the event closure was not achieved, record action taken, to whom the concern was referred and so on.

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