

## The **ACBD's** of **Conflict Resolution**

### **A**ir All Viewpoints

- Interview everyone (Active listening)
- Tell Your Side (I-messages)

### **C**larify the Problem

- Combine everyone's basic needs (Reframe)
- Agree on the problem (Restate)

### **B**rainstorm Solutions

- Generate ideas, relax and don't criticize (Generate)
- Eliminate weak solutions (Evaluate)

### **D**evelop an Agreement

- Choose one or a combination of solutions that meets basic needs of all (Agree)
- Specify and document detailed agreement (Capture)