

Map the conflict

Label the issue in general terms

List needs and fears for each person or group involved

Find new perspectives, common ground, and special concerns.

Extract from the book, Everyone Can Win. (2nd edition, 2006). For more info, see our website: www.crnhq.org Conflict Resolution Network PO Box 1016 Chatswood NSW Australia 2057 tel +61 2 9419 8500 To comment : email crn@crnhq.org