

STABEN: The Six-Step Conflict Resolution Process

S	Source	Identify the source of the conflict. Who and what.
T	Time & Place	Determine the appropriate time and place to discuss the source of the conflict.
A	Amicable	Start out by saying something positive to the person in conflict and maintain friendly discourse throughout the discussion.
B	Behavior	Make sure to address the behavior in conflict and avoid discussing any other behaviors.
E	Emotion	Honestly express your feelings and emotions about what is specifically bothering you.
N	Need	Begin negotiating workable solutions to help solve the conflict so that all parties involved can live with the decision and be a part of the resolution.

Conflict Resolution Worksheet

1. Describe the **Conflict** scenario:
2. Apply the 6-Step Conflict Resolution process to the above conflict.
Use the acronym STABEN to guide you.

S	Source
T	Time & Place
A	Amicable
B	Behavior
E	Emotions
N	Need