

The 5 stages of conflict management.

1. Identify issue for your point of view/ from the other stake holders' point of view
2. Remove the person and any judgment from the issue and describe exactly what happened or is happening
Empathize with each stakeholder and describe their perspective
3. Identify the common issue - what are the points which both want to achieve
4. Focus only from those points and brainstorm solutions
5. Select solution which satisfies all stakeholders needs.