**STEP 1: Reflect on yourself**

What are your thoughts and feelings in this situation? What attributions are you making about the other(s) involved?

Are your assumptions accurate? Why or why not? How do you know?

**STEP 2: Reflect on the other**

Using perspective-taking and empathic concern, put yourself in the other’s shoes. What might they be thinking and feeling in this situation? How might they be interpreting or experiencing the conflict in similar and different ways?

**STEP 3: Identify the optimal outcome**

Given all the relevant factors, what is the best, most constructive outcome possible? What is the best relationship outcome? What is the best instrumental/tangible outcome? How do you want to be perceived?

**STEP 4: Locate the roadblocks**

What obstacles are keeping you from achieving the optimal outcome? Consider your own thoughts and feelings, those of the other(s) involved, and any history that may be a hindrance to progress.

**STEP 5: Chart your course**

Given this analysis, what might you do solve this conflict? What might be your first step? What might you actually say?