

OUTLINING THE ISSUE

What type of conflict are you addressing?

TASK - RELATIONSHIP - VALUES

What are the specific issues you want to address?

single incident

ongoing actions

Who was involved in the conflict?

Who is the best person to discuss the issue with?

Who do you have as a support person?

DETAILS OF THE ISSUE

What specific action(s) has created this conflict?

Why is that action offensive or hurtful?

How has this impacted you and/or your work?

What supporting paperwork do you have?

What do you need from your employer?

OUTCOMES

What outcomes do you want from raising this issue?

What are your initial ideas on some solutions to meet those outcomes?