Clarifying and resolving conflicts

✓	Questions about the conflict situation	✎
☐	What is happening? What has been determined?	
☐	How often does it happen? Is it the rule or the exception?	
☐	Who is affected or involved?	
☐	When and in what situation does it happen?	
☐	Why does it happen? What are the possible reasons?	
☐	What has already been done to solve the problem? With what result?	
☐	What is my role in what is happening? What role do I want or have to play? What role is being forced on or assigned to me?	
☐	Who should be actively involved in finding a solution?	
☐	How is the information about the problem to be analysed here being provided? Who will be informed? Who will not be informed? Why not?	

✓	Possible solutions	✎
☐	What changes are necessary for a constructive solution to become possible?	
☐	What positive approaches are already in place for the desired solution?	
☐	What resistance and difficulties are to be expected?	
☐	What knowledge and skills do I currently lack to enable me to come up with a solution for the problem?	
☐	What did I learn from the analysis?	

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