Spectrum of Conflict Resolution Options

**PREVENTION**
- Skills training
- Communication protocol
- Clarity re: roles and responsibilities

**INFORMAL RESOLUTION**
- Confidential advising for “do it yourselves”
- Mediation
- Group facilitation

**FORMAL RESOLUTION**
- Formal Complaint
- Grievance
- Litigation

**Benefits of Prevention and Informal Resolution**
- Greater participant control over process and outcome
- Greater likelihood of positive outcome for all
- Greater opportunity to improve an ongoing situation or relationship

**Disadvantages of Formal Resolution**
- Greater time investment
- Greater loss of productivity
- Greater damage to relationship
- Greater risk of unwanted outcome

For more information on conflict resolution options, please contact:

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