**PROBLEM IDENTIFICATION**

**Acknowledge there are difficulties**
- Ask students to do diagnostic
- Select the most appropriate setting
- Propose a problems solving / solution focussed approach

**Maintain a neutral posture**
- Assume the role of facilitator, not judge
- Be impartial towards students and issues
- If correction is necessary do it in private

**Manage the discussion to ensure fairness**
- Focus discussion on conflicts impact on performance
- Keep the discussion issue related, not personality oriented
- Do not allow one person to dominate. Ask directed questions to maintain balance

**SOLUTION GENERATION & ACTION PLAN**

**Explore options by focusing on the interests behind the stated positions**
- Explore the why’s behind arguments and claims
- Help team members see commonalities among their goals, values & principles
- Use commonalities to generate multiple alternatives
- Ensure that all parties support the agreed upon plan
- Establish a short term goal and follow-up within three days