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| **Managing Complaints Worksheet** |
| **Steps to manage conflict** | **How You Would Apply the Step** |
| 1. Identify or clarify the issue or concern. |  |
| 2. Seek advice from external or internal sources to the service. |  |
| 3. Communicate understanding of the goals or outcomes each partywants to achieve. |  |
| 4. Identify points the conflicting sides have in common. |  |
| 5. Compromise and negotiate where appropriate or mediate where necessary. |  |
| 6. Work cooperatively to reach a mutually agreed outcome. |  |
| 7. Document agreed outcome and create agreement in writing. |  |
| 8. Review and check in (after discussed time frame). |  |
| 9. Review your own practice, including feedback. |  |