

# FamilyBiz

## Collaborative Problem Solving

In his book "People Skills" Robert Bolton suggests the Collaborative Problem Solving approach to resolve conflict. Below is an adaptation of this process, which you might like to consider using to help resolve conflict.

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
<b>Define the Problem in terms of needs not solutions.</b>  What does the person/group need?	<b>Brainstorm all of the possible solutions.</b>	<b>Select the solutions that will best meet each parties NEEDS.</b>	<b>What are the consequences of each solution?</b>	<b>Plan of Action- What/ Who &amp; When.</b>	<b>Evaluate plan of action.</b>

### **Tips to help you make the Collaborative Problem Solving Approach more successful.**

- Handle the emotions first.
- Define the problem correctly- Try to uncover any hidden agendas early in the process.
- Be patient and don't give up.
- Work on the details.
- Brainstorm without interruption or clarification.
- Follow all of the steps in order.
- Make sure that you follow up on the action plan.
- Recycle the process- you may need to repeat some of the steps to ensure that the best solution is found.