

Issue/Conflict/Dispute/Difference - Analysis Worksheet

Adapted by Roy Baroff, NC State Faculty Ombuds (6/1/15) - based in part on presentation - The Power of Difference, Dana Morris-Jones, The Delphi Group, Inc. (May 2015)

Analyzing an issue, conflict, dispute, or difference is the first step toward resolution.

Use this tool to consider an issue or topic from multiple perspectives. Identify the stated positions of each perspective along with underlying interests (the “why” behind the position). What are the preferred outcomes from each perspective? What actions can you take to reach your preferred outcomes?

| Perspective | Issues / Topics | Positions / Interests | Preferred Outcomes | Action Items |
|---|------------------------|------------------------------|---------------------------|---------------------|
| From my perspective | | | | |
| From other perspective | | | | |
| From organization's perspective | | | | |
| From other stakeholder's perspective | | | | |