

Issue/Conflict/Dispute/Difference - Analysis Worksheet

Adapted by Roy Baroff, NC State Faculty Ombuds - 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/conflict 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 | Issue / Topic/ Conflict | Positions / Interests | Preferred Outcomes | Action Items |
|---|--|---|--|--|
| From my perspective | career advancement at NC State | want a promotion and more \$\$\$, career aspirations, more challenging work, save for a house | stay in department, stay at NC State | Talk to supervisor, Look at NC State job Board, Seek career counseling |
| From other perspective | no jobs available, not sure if ready for more responsibility | Covid-19 uncertainty over everything, still have work to get done | keep strong employee, figure out career paths for all employees | find ways to “reward”, provide training opportunities |
| From organization’s perspective | career paths for employees | funding issues, need for work to get done | want to retain strong employees, want career paths for employees | create local paths, recognize strong employees |
| From other relevant perspective (Unit leaders) | how do unit leaders think of me as employee | improve leader knowledge of my capabilities | positive impressions | ask to present report at next unit meeting, ask questions |