

WORKSHEET ON CONFLICT AND DISPUTE RESOLUTION

The questions you need to ask yourself before you implement your decision.

1) WHAT IS THE DISPUTE/CONFLICT I AM DEALING WITH?

2) WHAT IS THE LEGISLATIONS OR WHAT DOES THE RTA SAY ABOUT THIS SITUATION?

3) WHAT MORALLY OR ETHICALLY IS INVOLVED HERE? (IF I WAS IN A PERSON'S SHOES WHAT WOULD I EXPECT?) PUT PERSONAL FEELINGS/ EMOTIONS ASIDE.

4) WHAT HAS MY TEAM SUGGESTED I DO?

5) WHAT IS YOUR DECISION? (I.E. THE TENANT IS GOING TO HAVE TO PAY COMPENSATION FOR THE CARPETS).

**6) WHAT AM I GOING TO TELL THE OWNER/TENANT OR TRADESPERSON?
(BULLET POINT YOUR ACTIONS)**

A grid of 30 white circular bullet points arranged in 3 rows and 10 columns, intended for listing actions.