

Levels of Conflict Resolution

Adapted from Ken Cloke,
Dangerous Dispute Resolution 2015 Training

1. Stop the fight, cease-fire, de-escalation. (Caucusing can be one version of this—just moving them apart). This takes place in a physical dimension.
2. Settlement of the issues. This requires talking to one another. This takes place in a mental realm.
3. Resolution of the underlying emotional issues and satisfaction of interests. This takes place in an emotional realm.
4. Forgiveness and self-forgiveness. This takes place in a spiritual dimension.
5. Reconciliation and return to open-heartedness. This is the level of self-transcendence.
6. Prevention, maintenance of harmony on an ongoing basis, systems design. This is the level of integration and actualization of one's realization.

These are not strict stages. People can go in a different order, or go back and forth.