



The F.A.I.R. Approach to Resolving Conflict

F – Facts

State the general facts about the situation that can be agreed upon. This will take the emotion out and gets “buy-in.”

A – Acknowledge

Acknowledge and empathize with the other person’s situation.

I – Impact

State the impact that the behavior has on you and others.

R – Result

Know your desired result and ask for their input. Invite them to be a part of the solution.

Lastly, remember to thank them for working with you to resolve the situation.

F.A.I.R. Practice

Using the F.A.I.R. Process, practice how you would help resolve a conflict.

F – Facts: _____

A – Acknowledge: _____

I – Impact: _____

R – Result: _____
