



Conflict Assistance Chart

Note: First use the *Conflict Assessment Worksheet* to evaluate the relative levels of emotion, trust, history, and any power imbalance in the conflict, then use the Conflict Assistance Chart to determine the most appropriate form of help for your particular situation.

Factor:	Coaching	Negotiation	Facilitation	Mediation
Emotions	Any	Low to Medium	Medium	High
Trust Levels	Any	Good to Medium	Medium	Low
History	Any	None or Positive	Some	Some or Negative
Power Imbalance	Any	None or Some	Some	Yes