



The WISER Model (for Conflict Resolution)

Watch:

- Did I face the problem directly or try to avoid it?
- Did I take time to get an accurate assessment of the situation?
- Did I talk with the people involved?
- Did I consult with others to get their understanding of what happened?

Interpret:

- Did I recognize how I felt and what was at stake for me in this situation?
- Was I willing to acknowledge my role in this situation?
- Have I focused too much on what is going on in my own head and not enough on what is going on around me?
- Are there alternative ways of understanding what is going on in this situation?

Select:

- Was I clear about the outcome I wanted?
- Did I consider all the available options for responding?
- Did I do a good job identifying resources available to help me?
- Did I weigh the pros and cons of different strategies to achieve my goals?
- Did I choose the tools that would work best in meeting the current challenge?
- Did I reflect on IF or WHEN I should do something about the situation?
- Did I consider who else could be involved in solving the problem or meeting the challenge?

Engage:

- Did I practice my response or run it by a trusted confidant to increase the likelihood that it would succeed?
- Did I take steps that are realistic for me?
- Did I evaluate progress and was I willing to adjust as needed?
- What steps did I rush through or mess up or skip over? What did I do well?

Reflect:

- In light of all I've just reflected on, how would I do things differently next time?
- What have I learned?