

Strategies for Conflict Resolution

- When angry, separate yourself from the situation and take time to cool out.
- No matter what, don't avoid the issue.
- Attack the problem, not the person, and try to be ready with solutions to suggest. Consider the following example:
 - "I'm concerned because X, Y, and Z must be done by Friday and there's still a lot to do. Are you able to handle all of that? If not, maybe we can delegate a few things to others."
 - "I just wanted to check in about X, Y, and Z. You said you would do this but I haven't gotten an update. Are you working on it?"
- Start with a compliment if you can and communicate your feelings assertively, NOT aggressively. Express them without blaming.
- Listen without interrupting; ask for feedback if needed to assure a clear understanding of the issue.
- Focus on the issue, NOT your position about the issue.
- Accept and respect that individual opinions may differ, don't try to force compliance, work to develop common agreement.
- Do not review the situation as a competition, where one has to win and one has to lose. Work toward a solution where both parties can have some of their needs met.
- Focus on areas of common interest and agreement, instead of areas of disagreement and opposition.
- NEVER jump to conclusions or make assumptions about what another is feeling or thinking.
- Forget the past and stay in the present.
- Always thank the person for listening and consider following up with them later to make sure that the problem is resolved.