



Tips for Resolving Conflict

Here are some essentials of resolving conflict:

- 1. Active Listening:** Really listen to the other person's perspective without interrupting. This helps in understanding their concerns fully.
- 2. Stay Calm and Respectful:** Keep your emotions in check and treat the other party with respect. Avoid escalating the situation with aggressive behavior or words.
- 3. Focus on the Issue, Not the Person:** Address the specific problem at hand rather than attacking the individual. This helps to keep the conversation productive.
- 4. Use "I" Statements:** Express your feelings and concerns using "I" statements to avoid sounding accusatory. For example, "I feel upset when..." instead of "You always..."
- 5. Seek Common Ground:** Look for areas where you both agree and use this as a foundation to build a solution.
- 6. Focus on Solutions:** Shift the focus from the problem to potential solutions. Brainstorm together.
- 7. Be Willing to Compromise:** Understand that resolving a conflict often requires give and take from both sides. Be open to finding a middle ground.
- 8. Clarify and Confirm:** After discussing, summarize the key points and agreed-upon actions to ensure everyone is on the same page.
- 9. Take Responsibility:** If you played a part in the conflict, acknowledge it and apologize if necessary. This can help to deescalate tension.
- 10. Follow Up:** Check in after some time to ensure that the solution is working and address any lingering issues.

Remember, resolving conflict in a healthy way is a skill that can be honed over time. Think you can apply these steps in your next tricky situation?