

KEEP IN MIND

Dealing with conflict can be difficult. But with the right tools, finding a solution and maintaining good relationships is possible.



Managing Conflict
Health & Wellness

Managing Conflict

How you handle conflict largely determines the effect it has on you.

Conflict is inevitable in any relationship. From family to friends to coworkers, everyone experiences some degree of relational struggles. Avoiding conflicts usually makes things worse. But facing them can help us grow.

CONFLICT MANAGEMENT IDEAS

The following tips can help turn potentially negative experiences into opportunities for positive change:

- ✓ Stay calm. Remaining neutral helps find solutions. Getting upset escalates conflict.
- ✓ Avoid aggressive body language. Don't cross your arms, roll your eyes, or point your finger.
- ✓ Skip emotionally charged language. Stay away from trigger and exaggerative (always, never) words.
- ✓ Choose diffusing language. Use "I" instead of "you" statements. Focus on the conflict instead of how you're reacting to it.
- ✓ Agree to disagree. People often see the same event from different viewpoints. That's okay. It's enough to acknowledge that the situation will continue to cause problems unless something is done.
- ✓ Separate feelings from facts. Separate your feelings about the person from the facts of the problem.

- ✓ Practice active listening. Hear the other person's thoughts, feelings, and perspectives. Repeat back to confirm you understood.
- ✓ Ask questions to determine the nature of the problem. What caused the conflict? What did you want to happen? What are you afraid might happen? Are your emotions appropriate for the situation? How are you both invested in finding a solution?
- ✓ Discuss values. Even if you don't agree, you can still respect someone's motivation. Find common ground that make your differences less intimidating.
- ✓ Think outside the box. Get creative and be open to new problem-solving strategies.
- ✓ Be future-oriented. Avoid drudging up past grievances or staying locked on the current issue. Work toward a solution.
- ✓ Be clear. Craft clear, measurable, and specific steps toward the outcome. Make sure everyone understands their roles so you're all on the same page.
- ✓ Avoid bringing in additional people. Venting might feel good in the moment, but it will only add to the conflict.