

## Valuable Tips for Conflict Management

- ❑ Seek to understand the other person's point of view before you explain yours. Summarize what you hear until the other person agrees that you understand what he or she thinks and feels.
- ❑ Try to arrive at a common goal around which everyone involved can focus, and agree to work through areas of disagreement.
- ❑ Build on areas of agreement, before you address areas of difference.
- ❑ At the beginning of resolving differences or a conflict, clearly state your desire to find a solution that will work for all involved.
- ❑ Depersonalize the conflict. Catch yourself when you fall into the trap of believing the other person is deliberately trying to make the situation difficult for you.
- ❑ Avoid blaming, accusatory, pejorative, and inflammatory comments unless you want to escalate the disagreement.
- ❑ Ask yourself if this is the time and place to pursue an issue of conflict.
- ❑ See conflict as a disagreement about goals, ideas, or methods, rather than a personality or style conflict. Disagreements that are seen as personality or style conflicts become more difficult to resolve.
- ❑ Recognize that it takes at least two people to have a conflict. It is an example of highly cooperative behavior. Identify what you are doing to contribute to the conflict.
- ❑ Use a third-party negotiator when you are unable to practice cooperative problem solving. An objective person is often helpful to resolution.
- ❑ Define the conflict in terms of needs, not solutions. People may disagree about the right solution, but they can agree on needs and thus focus on creative problem solving and looking at alternatives.
- ❑ Listen to other people's concerns. Do not defend or explain yourself.
- ❑ Ask others for feedback on how you handle conflict.
- ❑ Before meeting about a conflict, visualize the conflict resolved in the best way for all parties.
- ❑ Provide motivation for people involved in ongoing or recurring conflict to resolve their differences.
- ❑ Always focus on reaching win/win solutions.