

Ten Strategies for Conflict Resolution

- When angry, separate yourself from the situation and take time to cool out.
- Attack the problem, not the person. Start with a compliment.
- Communicate your feelings assertively, NOT aggressively. Express them without blaming.
- 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.
- Listen without interrupting; ask for feedback if needed to assure a clear understanding of the issue.
- Remember, when only one person's needs are satisfied in a conflict, it is NOT resolved and will continue.
- Forget the past and stay in the present.
- Build 'power with' NOT 'power over' others.
- Thank the person for listening.