

Conflict Resolution



Whether you're in a fight with your best friend, or angry at your parents, conflict is a part of everyday life. We all get mad at one another at some point in time. The real question is whether you can handle the situation without making the conflict worse.

Managing the Conflict

Understand your own feelings about conflict

- Learn what makes you angry or emotional.
- Know your triggers so you can improve your control over your reactions.

Practice active listening

- Notice tone, body language, and other clues to what the person is saying.
- Pay attention to what the other person is saying instead of planning your response.

Come up with suggestions for solving the problem

- Come up with your own suggestions.
- Brainstorm as many solutions as you can; the more solutions you come up with, the better shot you have at finding one that works.

I'm right. You're wrong. How can we ever agree?

- Find a neutral place to sit down and discuss the problem.
- Come to the discussion with a sincere willingness to settle the problem.
- Discuss the issue without insults or blame.
- Be honest about what you want and need.
- Be flexible and open-minded.
- Be strong enough to admit when you've made a mistake or hurt someone else.
- Offer an apology so you both can move forward.
- Write down a written agreement and make sure you both have a copy.

Confront the issue head on

- Relax.
- Keep your voice calm. Never yell or scream.
- Be direct about what's bothering you.
- Use "I" statements instead of using "you" statements, which puts blame on the other person.
- Ask—don't demand.
- Once is enough. Don't keep repeating your point endlessly.

We just can't agree...

- Try peer mediation. Bring a neutral party into the discussion to help define areas of agreement and disagreement and come to a solution.
- Ask someone you trust to come in, hear both sides, and decide what you should do.
- Take an anger management course. These courses help individuals take control over their emotions before their emotions take control over them.

