

## Conflict Resolution

### Advice on resolving a conflict:

**Try to resolve the conflict while you are calm.** It's OK to feel angry, but you may not be as effective in getting what you want if you look and sound upset.

**Focus on the problem, not the person.** It's easy to take things personally even when they might not be about you. No one likes to be personally attacked even if that's the way *you* might feel.

**Listen and learn as much as you advocate.** Hear the other person out, and then add your perspective. Repeat back parts of what was said so that you can show that you were actively listening.

**Try to find a creative solution.** Include the other person's views and input so it feels like a joint problem solving session.

**Stress the legitimacy of your desires.** You *are* entitled to your feelings, but it helps to have some facts or examples to back them up.

**Consider your alternatives.** Is there someone else who can help you? Can someone serve as a mediator?

**Practice, practice, practice...** Practice what you want to say. Write out a script with possible rebuttals or interruptions. Is there a more effective way to say what you need to?

Can you practice with someone else? Let a friend be you and you be the other person and see what you might sound like.

**My mother says...** “Eric, you can always attract more bees with honey.” Be nice. Sugar coat it, if necessary. Start with a compliment, such as, “I really like and respect you, but...”