NATIONAL CONFLICT RESOLUTION CENTER™

10 TIPS FOR MANAGING CONFLICT

1. Work on trying to be thoughtful instead of trying to prove that you are right.

2. Acknowledge that you have a right to your feelings and that it is ok for you to be upset. By doing so, you will be able to move through your own emotions better. Then, you will be able to accept the other person's reactions.

3. Let go of believing that you own the only truth about the situation.

4. Recognize that ignoring or attacking the other person rarely gets you what you really need.

5. Do what you can to really listen to the other person. As much as possible, show genuine curiosity about what led them to their opinion of the situation.

6. Ask yourself: how can I say what I want to tell them in a way that they can hear it?

7. Know this: Almost all conflicts have their basis in an underlying need not being met (respect, acknowledgement, acceptance, fairness, etc.) The more you can communicate you needs, instead of your complaints, the better off you will be.

8. Take time before you talk. It is hard to think clearly when one is angry.

9. Don't be afraid to acknowledge responsibility for any mistakes you might have made. Also, ackowledge what the other person is right about. These gestures go a long way to build momentum in moving forward.

10. No matter what you are doing to de-escalate the situation and no matter what the other person may be doing that might escalate it, always come from a place of respect, understanding, and humility.