

Conflict Resolution Dos and Don'ts

Dos

Informing

- Use a respectful tone
- Use "I" statements
- State your needs
- Use a calm delivery
- Be polite
- Share information
- Collaborate well with others

Opening

- Use a respectful tone
- Politely ask questions
- LISTEN!
- Say "tell me more about..."
- Or say "help me understand..."

Uniting

- Use a respectful tone
- Use "we" statements: "I'm sure we can come to an agreement about this after we listened to each other" or "We'll find a way to work this out."

Don'ts

Attacking

- Yelling
- Sarcasm
- Gossip

Evading

- Avoidance (*unless it is a temporary cooling off period)
- Not responding
- Not showing up
- "Forgetting"

*Sometimes when tensions are high it might be beneficial to step away temporarily and not have a conversation with that person. However this needs to be clearly stated, for example: "I really want to discuss this with you, but I need a cooling off period. How about tomorrow at 4p.m.?"

Remember!

- It is possible to disagree in an agreeable manner
- Pay attention to tone of voice, choice of words, respect for others and loudness.
- Conflict is normal and can be a positive thing, if dealt with constructively
- All people have conflicts and disagreements, what matters is how we handle them
- Tone and amount of respect used can affect the words that we speak.