



4 KEYS TO CONQUER CONFLICT



DESCRIBE THE SITUATION

- ♦ Be specific
- ♦ Use "I" statements to reflect your perception of the situation and avoid a feeling of finger-pointing or blame
- ♦ Remember the importance of word choice, positive tone of voice and body language to effective communication

E.g., Peer is talking behind your back calling you lazy.

"I understand you told someone you thought I was a lazy worker and wanted to talk to you about this."



STATE WHY THIS IS A PROBLEM

- ♦ Describe why this is a problem for you (include your feelings if appropriate)
- ♦ Invite the other person to share their perspective (if appropriate)

E.g., *"I think we have an open relationship and was hurt when I heard that you may have gone to someone else instead of coming directly to me. I think I pull my weight but wondered why you think I may not?"*



OFFER A POSITIVE SOLUTION

- ♦ Suggest positive solutions
- ♦ Invite alternative solutions
- ♦ Remember that some situations require you to make a behaviour change or request a behaviour change in someone else – identify the benefits of that change

E.g., *"I would appreciate hearing from you personally if something is wrong. Is there something I can do that makes this easier for you?"*



END POSITIVELY

- ♦ Use a clarifying statement (perception check) to ensure your message was understood as intended
- ♦ Thank the person for their time and attention

E.g., *"So in the future I hope we can talk directly about problems. Thank you for taking the time to talk to me about this."*