

Conflict Resolution Tips



Conflict WILL happen.
Here's what to do:



Talk Directly

If there is no threat of violence, talk directly to the person with which you have conflict; also make sure to keep a record or send a follow-up letter



Choose a Good Time

Plan to talk to the other person at the right time and allow enough time to talk



Plan Ahead

Think about what you want to say and clearly state what the problem is and how it affects you



Show Respect

Respect can mean many different things. Do not blame or use offensive language. Upsetting the other person only makes it harder to be heard



Give Information

Do not interpret the other person's behavior. Use "I" statements and give information about your own feelings



Listen

Give the other person the chance to tell you their point of view, without interruption. Try to learn how the other person feels



Show You Are Listening

Even if you do not agree with what is being said, let the other person know you hear them and are glad that you are able to discuss the problem together



Talk It Out

A solution will work best if you get all the issues and feelings out into the open. Don't leave out the part that seems "too hard" to discuss or "too small" to be important



Work On A Solution

When people cooperate, it is much more effective than when one person tells another what to do or how to change. Come to a mutual agreement and be specific about what is to be changed



Follow-Up

Agree to check up with each other to make sure the agreement is working

Resources

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