

HOW TO DEAL WITH CONFLICT



10 Things to Think About First

1. Be sure that there is a real problem and that you are not in a bad mood.
2. Try to identify the real issue and not a symptom.
3. Check your motives.
4. Is this an issue the other person can do something about?
5. How important is this issue to you?
6. Can you explain the impact and or consequences that this is having on you personally?
7. Remember that this is probably a a relationship that you want to maintain over time.
8. Be prepared to work toward a mutually agreeable solution, not just “winning”.
9. Remember that it is all right to disagree and the other person is not “bad” if he or she disagrees with you.
10. Keep some perspective.

Top 10 Things to Keep in Mind

1. Look for a “win/win” solution.
2. Do your best to put yourself in the other person’s shoes.
3. Be willing to “own” part of the problem belonging to you.
4. Remember that talking about your feelings is more effective than acting them out.
5. Establish a common goal and stay focussed on it.
6. Look for many options not just an either / or solution.
7. Be persistent in coming to a solution if it is really important to you.
8. Use effective feedback behaviours.
9. Summarize what has been decided and who will take any next steps.
10. Write up an action plan.

A 10 Step Procedure for Conflict Management

1. Do not ignore something that bothers you. Work on the issue involved before the situation become intolerable to you.
2. Talk directly to the other person involved. Work with the other person to try to solve the issue yourselves.
3. If someone approaches you with an issue, be willing to work on it.
4. If an individual begins to complain to you about another person who is not present, encourage that individual to talk directly with the other person instead.
5. Make sure the time and place is suitable and private for you and the other person.
6. Discuss your interests and not who is right or wrong.
7. Look for common ground.
8. If your organization has a specialist on staff, ask that person for suggestions.
9. If the solution you work out involves a potential change of work procedures, get approval first.
10. If you still need help after you have tried to work on the issue, ask for it.