Managing Conflict

At various times, we will all encounter conflict. The conflict may be at home, at school, with friends or at work. One key in managing conflict is to have some skills that will help us when we find ourselves in conflict with others.

**Step 1** Look at the list of conflict management tips below and read it over carefully.

1. Know yourself – especially what are your weak points
2. Maintain control of yourself- keep calm. Count to 100 or 1000.
3. Move to private area (if you do not feel physically threatened).
4. Let the other person vent.
5. Verify that you are actually hearing each other. Paraphrase what you are hearing back to the other person and have them do the same.
6. Acknowledge where you agree and disagree.
7. Discuss the matter not the person. Don’t get sidetracked into personal issues or attacks. Ask what can we do to fix this?
8. Thank the person for working with you.
9. Never criticize- acknowledge your mistakes and/or help them to see theirs.
10. Be willing to negotiate.

**Step 2** In the chart below put in the numbers from one to 10 (from above) in the appropriate column.

|  |  |
| --- | --- |
| Strategies I Have Used | Strategies I Have Not Used |
|  |  |

**Step 3** Choose three strategies you **have not used** and in a two or three sentences tell why this strategy might work.