

Dealing with Conflict

Conflict Resolution

1. Try not to take the other person's behavior personally.
2. Keep your emotions under control – use creative visualizations to cool down.
3. Seek to identify the real issue(s).
4. Diffuse by ventilation:
 - Use listening techniques to let the other person release his emotions and frustrations.
 - Listen rather than debate.
 - Answer a question with a question.
5. Establish mutual respect.
6. Halt hostilities with a "stop" hand gesture.
7. Seek areas of agreement:
 - Confine discussion to topic at hand – avoid attacking or getting even.
 - Help the other party to feel comfortable about making concessions.
 - Request rather than command.
 - Be pleasant – keep your voice down.
 - Disagree without being disagreeable.
8. In dealing with troublemakers, appeal to the better side of the person.
9. Recognize and, if possible, correct errors. When it is too late to change the error, and if it is appropriate, admit the mistake. Learn from the mistake in order not to repeat it.
10. Try to ascertain the reason for the person's abrasiveness.
 - Determine just how disruptive the person is.
 - Ask for his help.
 - Listen and consider what the other person has to say.
 - If the person's behavior continues to be disruptive, attempt to have the person removed.
11. Disengage with dignity. Move on.

When dealing with conflict, use your Brains, Heart, and Courage and you will succeed.

Be smart enough to see the other point of view but know when and where to draw the line.

Peace with honor and justice

Refereeing is Thinking