

Conflict Management Tips

Understand the culture and the context of conflict—seek out the meaning of the conflict for yourself and/or the other parties.

Actively listen—assure others you have heard what they said and ask questions to confirm your understanding.

Acknowledge emotions—they will likely be part of the conflict but expressing them and hearing them can help lift barriers to resolution.

Look beneath the surface for hidden meaning—hidden fears, needs, histories, or goals may be the underlying source of the problem.

Separate what matters from what is in the way—get away from discussing who is right or wrong and focus more on how to satisfy mutual needs.

Learn from difficult behaviors—let those experiences help you develop your skills in managing difficult situations and having empathy for and patience with others.

Solve problems creatively and negotiate collaboratively—this also means committing to action.

Understand why others might be resistant to change—the problem could be an unmet need.