Tips for Conflict Resolution

The ability to sort out everyday conflicts in a peaceful way is a valuable skill for everyone. It's also a helpful in our personal lives. Here are some tips:

√ **Pick your battles.** We all make mistakes or do things that bother people without realizing it at times. If a co-worker forgets to refill the coffee or is late with a task once, it's often best to ignore it and carry on. However, it is important to deal with ongoing or serious problems.

√ **Discuss it after some time has passed and you are less angry.** For example, on a lunch break or after work, ask your co-worker, "Could we take a few minutes and talk about what happened at the meeting today?"

√ **Describe the problem, not the other person. Stick to the facts.** When you accuse or insult someone, they naturally become angry and defensive, which doesn't help. For example, saying "Yesterday I had to stay late to clean up both my station as well as yours and then I missed my bus," will likely work better than saying the other person made you miss your bus.

√ **Include their point of view.** You could say, "I understand that it was really busy yesterday and that you needed to leave right after your shift."

√ **Suggest a fair solution.** "Would you be willing to start cleaning up your station a bit earlier from now on?" Or you could ask, "How can we work together to fix this problem?

A place for your notes:

_____

_____

_____