



10 Tips for Dealing with Conflict.

Glass of
Learning™
STRATEGIC LEARNING SOLUTIONS



Conflict is inevitable due to our natural differences in personality, cultural background or temperament.

However, conflict can help to build relationships, create understanding, and ensure group success.

Conflict can be triggered by the things we say or do or our reactions to someone else.



When you are faced with a difficult situation, take the time to pause, and **practice these tips** that will help you move through it more effectively.



#1

Stay calm – spend a few moments to take some deep breaths and calm your system.



Focus on how you both win – think about how to help both yourself and the other person/people involved get what they need.



#3

Look for common ground – think about where you align and what perspectives might overlap.



#4



Seek clarity on the other person's view – ask questions to understand where the other person is coming from (eg. “Walk me through your thought process”, or “Help me understand what you’re trying to solve here.”).



#5



Deal with one topic at a time – stay focussed on the situation at hand and solve one thing at a time.



#6

Listen

Actively listen to the other person – set aside your own bias and truly listen to what the other person is saying (e.g., eye contact, nodding, waiting for them to finish before jumping in).



#7



Demonstrate respect – show that you care about the person and finding a solution.



Keep your voice calm – actively practice using a responsible tone that demonstrates maturity.



#9

What else could be happening? - Ask questions to get the full story/understand the big picture.



#10

Look to resolve the issue – set emotions aside and focus on the issue and solutions.

Want to learn more?

Here are a few suggestions:

➔ **Click here**
to read how conflict
can be positive.

➔ **Read here**
for best practices in
managing conflict
situations.



➔ glassoflearning.com

➔ Follow us on:

