

# Conflict Resolution

## The Four Steps to Resolving a Conflict



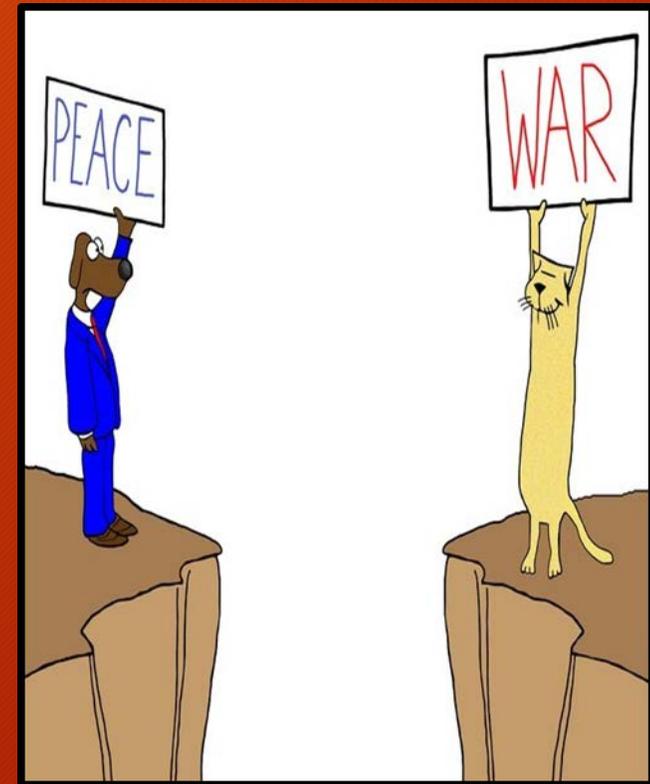
# What is CONFLICT?

- A serious argument or disagreement.
- A natural part of life and relationships.



# What is CONFLICT RESOLUTION?

- The process of resolving a conflict.
- There are four proven steps that can be taken to resolve a conflict.



# What are the DANGERS of not properly resolving a conflict?

1. It can damage relationships.
2. Lead to an escalation (*worsening*) of the conflict.
3. Can cause stress.



# What are the BENEFITS of learning social skills to resolve conflicts?

1. Can be a learning opportunity.
2. Can improve social skills.
3. Can improve relationships.
4. You are more likely to be successful in your personal life and in the workplace.



What are the FOUR STEPS to successfully resolving a conflict?

1. Stop and Think



# What is step two, REDIRECT?

- A. Arguing will need to be stopped and redirected.
  - a. Nothing can be solved until a conflict is redirected.
  - b. A productive (*useful*) discussion needs to begin.
  
- B. Be a leader and direct the argument into a fruitful discussion or negotiate a pause or break in the conflict.



# What is step one, STOP AND THINK?

- A. Notice the conflict, **STOP AND THINK**.
- B. How you react can determine if conflict becomes worse.
  1. Be strong, mature, and act like a leader.
  2. Don't let words bother you.
  3. Be calm.
  4. Don't fall for the "conflict trap."  
*(They may be expecting an angry response)*



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# How can you redirect an argument?

## Tips:

1. Start off by informing the person in a polite manner that you understand that he or she is upset.
2. Suggest to them it might be best for both of you to sit down and see if you can respectfully figure things out together.
3. If the person declines, it may be best to politely walk away and try again after everyone is a little calmer.
4. Be patient. It may take several attempts and carefully chosen words to redirect a person.
5. Remember there is no perfect wording to redirecting an upset person, but it is helpful to show you truly want to listen and are willing to work on repairing the issue.
6. Be a leader.



# What is step three, INVESTIGATE?

- A. You will need to find out what is really causing the conflict.
  - a. Both sides should have the opportunity to respectfully:
    1. Explain their point of view and how they feel.
    2. Be willing to listen without interrupting.
    3. Keep the discussion focused on the real problem.
    4. Don't let the discussion become sidetrack on old unrelated issues or personal attacks.



# What is step four, FIND A SOLUTION?

- A. You will need to work together to find a solution.
- Be willing to make some compromises because that is how good agreements are made.
  - Be positive and encouraging (it is infectious).
  - Show leadership: When an agreement is reached, shake the person's hand and show them you are thankful and happy that the conflict was resolved.



# What happens if you are **not** able to resolve a conflict?

- A. Seek MEDIATION (help for others)
  - a. Community leaders.
  - b. Teachers or school counselors.
  - c. Coaches.
  - d. Family and Friends.



# How can you avoid conflicts?

Many conflicts abruptly start and quickly escalated. How you decide to react to a person will often determine if a conflict arises or escalates. This means you have lots of power to avoid conflicts.

## You can avoid conflict by:

- Controlling your emotions.
- Controlling and being careful with your words.
- Not becoming angry or defensive. (Remember that anger feeds anger, while calmness inspires calmness.)



***Often, people are looking for conflict or a reaction. Don't fall for such a trap. If someone is being immature and lacks self-control, don't lower yourself to their level by engaging in a worthless argument or fight. Instead, use your power to manage the situation; show them you have self-control and discipline. The person in control of their emotions and words appears mature, strong, and wise.***





# Tips on How to Avoid Conflict

## DO:

- Control your emotions. (Keep your cool)
- Stay calm: (Calmness is just as contagious as anger.)
- Control your tone of voice.
- Ignore the small things (It is powerful)
- Use humor.
- Apologize if you made a mistake or are in the wrong.
- Be empathic ( I'm sorry you feel that way.)

## DON'T:

- Become emotional.
- Threaten.
- Get defensive.
- Yell.
- Argue feelings.
- Judge or criticize
- Use put-downs.
- Taunt or tease.
- Be afraid to walk away.

