Ten Strategies for Conflict Resolution

• When angry, separate yourself from the situation and take time to cool out.

• Attack the problem, not the person. Start with a compliment.

• Communicate your feelings assertively, NOT aggressively. Express them without blaming.

• Focus on the issue, NOT your position about the issue.

• Accept and respect that individual opinions may differ, don’t try to force compliance, work to develop common agreement.

• Do not review the situation as a competition, where one has to win and one has to lose. Work toward a solution where both parties can have some of their needs met.

• Focus on areas of common interest and agreement, instead of areas of disagreement and opposition.

• NEVER jump to conclusions or make assumptions about what another is feeling or thinking.

• Listen without interrupting; ask for feedback if needed to assure a clear understanding of the issue.

• Remember, when only one person’s needs are satisfied in a conflict, it is NOT resolved and will continue.

• Forget the past and stay in the present.

• Build ‘power with’ NOT ‘power over’ others.

• Thank the person for listening.