6 Things YOU Can Do To Work Through Conflict

1 Listen

LIsten to understand, not to respond. Resist planning your rebuttal while the other person is talking.

2 Separate

Separate the person from the problem. Focus on the issue, not the person.

3 Use “I”

Use “I” statements instead of “you” to avoid blaming and other person becoming defensive.

4 Ask

Ask for clarification avoids assumptions.

5 Agree

Find a shared goal. Agree on a next step.

6 Timeout

If emotions spike - take a break. Working through conflict works best when we can think clearly.