

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.

Overcoming Challenges at Meetings



Talking over each other

“Let’s pause – one voice at a time.”

Rising emotions

“I can hear this is important- let’s slow down.” “Let’s slow the pace so we can hear each other clearly.”

Feeling unheard

“Can someone restate what was shared?”

Drifting off topic

“Let’s return to the agenda; I’ll note this for later.” “Let’s bring the conversation back to the agenda item.”

Making assumptions

“Let’s ask for clarification rather than assume. I’m hearing _____. Is that accurate?”

Group is stuck

“Let’s name the perspective and find one small next step.”