



Resolving Conflict Constructively and Respectfully

Treat the Other Person with Respect

- Although respecting the other person during a conflict is challenging, we must try. Words of disrespect block communication and many create wounds that may never heal. Use your willpower to treat the other person as a person of worth and as an equal.



Confront the Problem

- Find a time and place to discuss the conflict with the other person. Choose a time when you aren't arguing or angry. The place should be comfortable for both of you – away from either party's “*turf*.”



Define the Conflict

- Describe the conflict in clear, concrete terms. Be specific when answering the **who, what, when, where, and why** questions.
- Describe behaviors, feelings, consequences, and desired changes. Be specific and start sentences with “I,” not “you.”
- Focus on behaviors or problems, not people.
- Define the conflict as a problem for both of you to solve together, not a battle to be won.

Communicate Understanding

- Listen to really understand the other person's feelings, needs, and so forth.
- Seek first to understand, then to be understood.
- Step back and try to imagine how the other person sees things.
- Explain how you see the problem after you have talked about it. Discuss any changes you have made in the way you see things or how you feel.

Explore Alternative Solutions

- Take turns offering alternative solutions. List them all.
- Be nonjudgmental of other's ideas.
- Examine consequences of each solution.
- Think and talk positively.



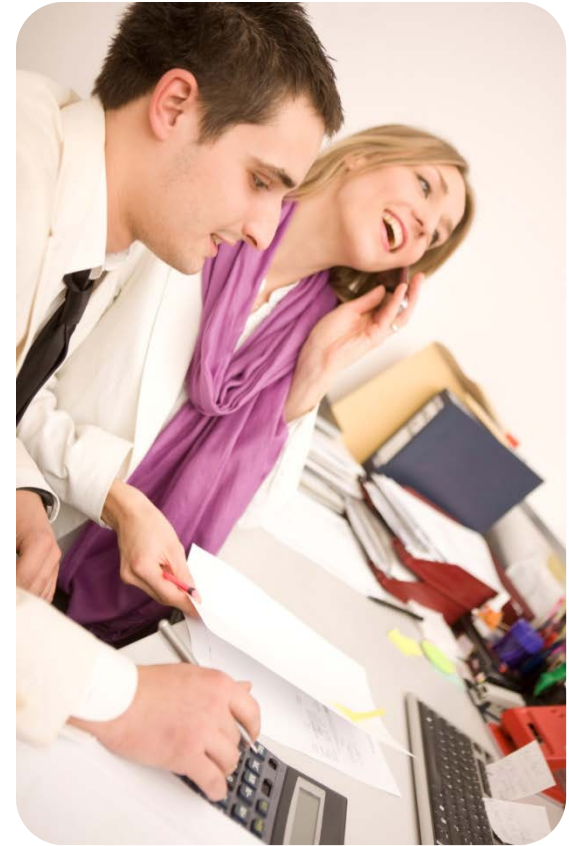
Agree on the Most Workable Solution

- Agree to a solution you both understand and can live with.
- Work to find a “*win-win*” solution.
- Be committed to resolving the conflict.



Evaluate After Time

- Work out a way to check on how well the solution is working.
- Adjust the resolution when necessary.





The End!