

Checklist – Top Tips: How to Resolve Conflict

“Peace is not the absence of conflict. It is the ability to handle conflict by peaceful means.”
Ronald Reagan

A lot of people are scared of conflict, however it is an inevitable part of life. If you learn to embrace it, you will be a stronger person.

Here are our ideas for resolving conflict:

1. Understand that conflict can have some benefits – it is better to have healthy conflict rather than have a team of ‘Yes’ people; a colleague who harbours resentment; or not get what you want in life.
2. Conflict can often occur due to a misunderstanding, so look at the world from the other parties’ point of view.
3. Manage your emotional reaction to the situation.
4. Look at the facts to keep emotions out of it.
5. What is the middle ground?
6. If you cannot find the middle ground, employ a professional mediator, who will help clarify common ground.
7. State what outcomes you would like to have.
8. Keep an open mind and listen to what the other parties’ outcomes are.
9. Work to a mutually beneficial outcome/solution.
10. Once you have resolved the conflict – draw a line under it, and move on.

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