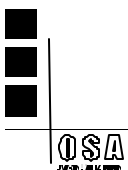


ideal

CONFLICT MANAGEMENT

Tip Sheet

For more information or to schedule a workshop please contact IDEAL at 392-1655 ext. 311



RULES FOR DISAGREEING DIPLOMATICALLY. By doing these things it leads to a free exchange of ideas where there is no superiority and everyone feel comfortable.

- *State your understanding of his/her opinion.* "I think that you are saying _____." This shows you are taking their feelings into consideration.
- *Let the other person know that you value him/her as a person even though your opinions may differ.* Try saying "I understand/respect/appreciate/see how you feel."
- *Then state your opinion.* "I feel, think, want _____."

CONFLICTS IN MEETINGS. Conflicts in meetings can be disruptive, but can raise valid questions the group should consider. Try these steps to prevent meetings from getting out of control:

- *Present you idea and your view, but never demand or push for acceptance.* If a conflict arises sometimes it is better to move on to the next topic and come back.
- *Find some "grain of truth" in the other person's position* that you can build upon or try and find areas of agreement between your position and the disagreeing one.
- *Defer the subject to later* in the meeting to handle or document it and set it aside to be discussed at the next meeting, so that everyone has a chance to think about both positions and cool down their emotions.
- See if *someone else in the meeting has a suggestion* to clear up the disagreement.
- *Schedule an outside meeting* with the person where you two can discuss the disagreement without disrupting the meeting.
- *Create a compromise*, see the other persons valid points and try and form an integration of the two ideas.

CONFLICTS IN INTERPERSONAL RELATIONSHIPS. If a friend has started to become rude to you or another person is cheerful to everyone except you, then there is probably a problem.

- *Try to identify what the problem might be:*
- *Set up a face-to-face meeting* between yourself and the other person and *ask the person in a non-confrontational manner if there is problem.*
- *If he/she answers no, inform the person that you think there might be a problem and tell he/she what you think it might be.* When doing this never attack the person or finger point blame and ask for feedback.
- *When speaking, listen to each other with open minds and respect each other's opinions.* Sometimes it may help to take a few minutes to recycle the opinions of the other person and try to think about where they might be coming from.
- *Always work towards a compromise.*

SOME PROBLEMS WE ENCOUNTER IN TRYING TO HANDLE A CONFLICT:

- *Our need to explain our side first:* We reason that if they understand our side they will change their minds. Instead let them state their opinion; this makes them less defensive.
- *Ineffective listening:* Listening is an honest effort to hear and understand the person.
- *Fear:* Fear of losing something we cherish, that we will be made to look foolish or lose face, of the truth and that we may be wrong.
- *Assumption that there is a winner and a loser:* Try to reach a compromise.