

Dealing With Conflict

Top Ten Tips



Conflict is something a lot of us find hard to manage. Unfortunately it isn't something you can avoid. One of the most important life skills you can develop is how to deal with conflict successfully. Part common-sense, part positive attitude and an understanding of why conflict arises will assist you contend with conflict situations at home or at work.

1. Evaluate Expectations

Conflict can arise if expectations are not met. Check that both parties have the same expectations and understanding before moving forward.

2. Check your communication style

Are you open to communication? Do you communicate clearly? Do you communicate in an aggressive or blunt manner? Were you misunderstood? Or did you misunderstand the other party? Ask questions and clarify so you don't misinterpret the main issues.

3. Focus on the problem

It isn't useful to lay blame, point the finger or, dangerously, go off topic. The main concern is to find a solution to the conflict and not make it personal. Try and work together to find a resolution.

4. Stay cool and calm

Whether you are in a business or personal situation remain calm! This will ensure you are clear-headed and in control and not say something you may regret later!

5. Find a Common Ground

When people can find commonalities with each other it makes it that much easier to resolve conflict. Determine what you both want and try to find an amicable solution that is beneficial to both parties.

6. Watch your language!

Be aware of your verbal and body language. Avoid phrases like such as, “you didn’t”, “you should have”, “why didn’t you” etc. Ensure you are exhibiting non-aggressive or intimidating body language. Your words might be saying something but your body language could be telling the other person something entirely different!

7. Look for the best in people

Most people don’t go looking for conflict; they might just be frustrated and fed up. They are probably just as nice as you are! Look for the positives in people and focus on those.

8. Recognise differing perspectives

Take into account that sometimes, believe it or not, people have different opinions on subjects! Try to see where the other party is coming from and accept that we have different ideas and thoughts.

9. Make A Commitment!

Take charge of the situation by stating you are committed to finding a resolution. By telling the other party you are dedicated to fixing the conflict can calm the situation immediately.

10. Don’t be afraid of conflict!

Conflict is a normal part of life that you cannot avoid. It is going to happen at home and at work. If you confront it without fear and a positive attitude it will make it that much easier to deal with!

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