

CONFLICT RESOLUTION

CMHC

I-ROLLY

CONFLICT IS INEVITABLE, BUT
RESOLUTION IS A CHOICE. LET'S
CHOOSE CONNECTION!

WHAT IS CONFLICT RESOLUTION?

*CONFLICT RESOLUTION IS THE PROCESS OF
FINDING PEACEFUL SOLUTIONS TO
DISAGREEMENTS. IT'S ABOUT:*

- 1) ACTIVE LISTENING
- 2) EFFECTIVE COMMUNICATION
- 3) COLLABORATION

BENEFITS OF RESOLVING CONFLICT:

- ◆ REDUCE STRESS & MISUNDERSTANDINGS ◆
- ◆ FOSTER MUTUAL RESPECT & TEAMWORK ◆
- ◆ BUILD STRONGER RELATIONSHIPS ◆

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FIVE STEPS TO RESOLVING CONFLICT:

- 1) **Identify the issues.** Be specific and objective.
- 2) **Actively listen.** Paraphrase, ask clarifying questions, and avoid interrupting.
- 3) **Express your needs,** by using “I Statements” and avoiding blame or criticism.
- 4) **Brainstorm solutions.** Collaborate to generate multiple options - focus on finding a win-win option.
- 5) **Agree and follow through.** Decide on a plan together and commit to it. Revise and adjust as necessary.

QUICK TIPS FOR MANAGING CONFLICT

- ◆ *Pause and breathe.* Take a moment to calm down before responding.
- ◆ *Stay curious.* Ask open-ended questions to understand the other person’s perspective.
- ◆ *Avoid absolutes.* Replace “always” and “never” with more accurate language.
- ◆ *Focus on the problem, not the person.* Critique actions, not character.

MORE RESOURCES:

[HTTPS://WWW.CNVC.ORG/COM](https://www.cnvc.org/com)

[HTTPS://POSITIVEPSYCHOLOGY.COM/CONFLICT-RESOLUTION-IN-THE-WORKPLACE/](https://positivepsychology.com/conflict-resolution-in-the-workplace/)