

CONFLICT RESOLUTION



CONFLICT RESOLUTION CAN BE DEFINED AS THE INFORMAL OR FORMAL PROCESS THAT TWO OR MORE PARTIES USE TO FIND A PEACEFUL SOLUTION TO THEIR DISPUTE.

TO RESOLVE A CONFLICT

1. IDENTIFY WHAT THE CONFLICT IS
2. PULL TOGETHER THE FACTS AND THE INFORMATION
3. DECIDE TO SIT WITH THE PERSON YOU ARE HAVING CONFLICT WITH
4. CHOOSE A MEDIATOR TO SUPPORT BOTH PARTIES IN THIS DIFFICULT CONVERSATION
5. SIT TOGETHER AND GO OVER THE CONFLICT WITH A CLEAR UNDERSTANDING OF WHAT YOU WANT TO ACCOMPLISH FROM THIS MEETING
6. GO OVER EACH OTHERS NEEDS, INTENTIONS AND RESOLVE TO MOVE FORWARD WITH NEW UNDERSTANDING AND NEW RULES, OR CHOOSE TO STAY OUT OF EACH OTHER'S WAY RESPECTFULLY

CONFLICT 101

A CONFLICT IS MORE THAN JUST A DISAGREEMENT. IT IS A SITUATION IN WHICH ONE OR BOTH PARTIES PERCEIVE A THREAT (WHETHER OR NOT THE THREAT IS REAL).

CONFLICTS CONTINUE TO FESTER WHEN IGNORED. BECAUSE CONFLICTS INVOLVE PERCEIVED THREATS TO OUR WELL-BEING AND SURVIVAL, THEY STAY WITH US UNTIL WE FACE AND RESOLVE THEM.

WE RESPOND TO CONFLICTS BASED ON OUR PERCEPTIONS OF THE SITUATION, NOT NECESSARILY TO AN OBJECTIVE REVIEW OF THE FACTS. OUR PERCEPTIONS ARE INFLUENCED BY OUR LIFE EXPERIENCES, CULTURE, VALUES, AND BELIEFS.

CONFLICTS TRIGGER STRONG EMOTIONS. IF YOU AREN'T COMFORTABLE WITH YOUR EMOTIONS OR ABLE TO MANAGE THEM IN TIMES OF STRESS, YOU WON'T BE ABLE TO RESOLVE CONFLICT SUCCESSFULLY.

CONFLICTS ARE AN OPPORTUNITY FOR GROWTH. WHEN YOU'RE ABLE TO RESOLVE CONFLICT IN A RELATIONSHIP, IT BUILDS TRUST. YOU CAN FEEL SECURE KNOWING YOUR RELATIONSHIP CAN SURVIVE CHALLENGES AND DISAGREEMENTS.

**TO BE A GOOD RELATIVE
IS TO BE ACCOUNTABLE
FOR YOUR ACTIONS.**