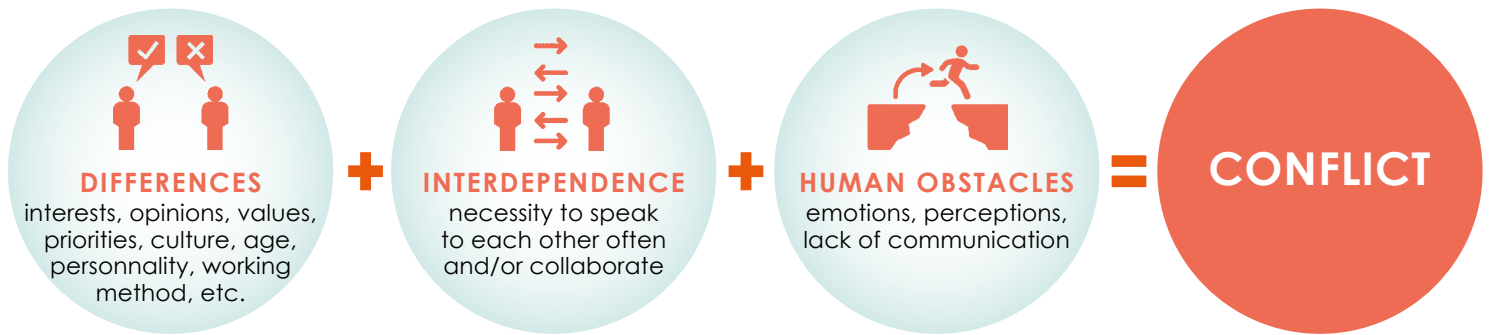







> Recipe for conflict



FIVE STEPS TO EFFECTIVELY RESOLVE A CONFLICT

PREPARE MYSELF		DISCUSS		
<p>.1. Control my emotions</p> 	<p>.2. Change my perception</p> 	<p>.3. Really listen</p> 	<p>.4. Communicate effectively</p> 	<p>.5. Come up with the solution together</p> 
Identify how I feel Understand why Manage my strong reactions	Describe the facts Create nuanced interpretations Take a look at myself	Schedule a suitable time Become interested in the other's lived experience Validate my understanding	Describe the situation calmly Name my feelings Express what is important to me	Make a request of the other Commit myself personally Promise to continue communicating

Answer the following questions to properly understand the situation, and prepare yourself to discuss things with the person involved.



1. CONTROL MY EMOTIONS

How would I describe my emotion (e.g., sadness, anger, anxiety)? What are my reactions (e.g., physical symptoms) when I strongly experience this emotion?

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Why did this event touch me personally?
What is important to me in this situation (e.g., need, value)?

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What can I do to manage these emotions
(talk to someone, practise sports, meditate, distract myself, etc.)?

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2. CHANGE MY PERCEPTION

What actually happened between us? What are the facts (words, actions, events)?

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Talking to someone: pitfalls to avoid

It's normal to need to talk to someone during a difficult situation. This helps us regulate our emotions. However, be careful about:

- Talking to someone who is neutral, and who isn't impacted by the situation;
- Thinking about asking the opinion of someone who has a different point of view, to help you see the situation in another light;
- Not involving the person you speak to in the conflict (e.g., don't ask them to defend you). That will only make the situation worse.

What are my hypotheses to explain the other person's behaviour? What information am I missing to properly understand the situation?

What is my responsibility in this? What do I need to own up to in this situation?
What might I have said, or done to hurt the other person (even if it was involuntary)?



3. REALLY LISTEN

How can I suggest to the other person that we have a discussion? What would be the ideal time?

What questions do I want to ask the other person to understand their point of view?

Write down after our discussion: What did I understand by listening to them? What new thing did I learn?



4. COMMUNICATE EFFECTIVELY

How can I describe what happened in a calm, and objective way, without accusing the other person?

What do I feel comfortable sharing with the other person about my emotions? How can I express what it made me experience?

What is important to me in this situation (need, value)?
What do I want the other person to take away from it as a message?



5. COME UP WITH THE SOLUTION TOGETHER

What would I like to ask the other person to do differently?

Write down after our discussion:

To meet the needs of the other person, what am I willing to commit to doing personally?

Write down after our discussion:

How are we going to ensure that we communicate better in the future?

How do we want to act when tensions pop up between us?



> When should you ask for help?

It's better to ask for help from a qualified, neutral person in the following situations:

- My emotions are too strong, and persistent. It's become too much to carry.
- I can't see the situation clearly. I don't understand anything anymore.
- I can't start a calm dialogue with the other person, it only aggravates the situation more each time.
- The conflict has grown, and more people are now involved.
- There has been violent behaviour, or threats of violence. I'm afraid for my safety, or that of the other person.

Check with your organization what resources are available to you (HR, union, manager, employee assistance program, etc.).

References

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