

## **RESOLVING CONFLICT**

Conflict is a natural part of life at home, at work, and within communities. Although facing conflict can be uncomfortable, there are ways to make it less stressful. Below are six steps and six skills for resolving conflict, adapted from the Essentials of Understanding Conflict course in the Learning Center.

### **Six Steps:**

1. Pinpoint the conflict and its source.
2. Set a common goal that would be a positive outcome for everyone involved.
3. Identify ways that the outcome can be achieved.
4. Discuss any barriers to the outcome.
5. Agree on the best way to achieve a resolution.
6. Determine how everyone involved will uphold the solution.

### **Six Skills:**

1. Manage your own emotions. Stay calm and recognize how your emotions may be affecting the conflict.
2. Actively listen. Hear what the other person is saying rather than thinking about how you are going to respond.
3. Speak up. Respectfully share your experience and reactions so the conflict can be fully addressed.
4. Focus on the problem, not the person. Frame the conversation around your experience and perspective on the issue and avoid personal attacks.
5. Focus on the present. Rather than recounting what has already happened, focus on how you would like to see all parties move forward positively.
6. Be aware of nonverbal communication. The way you say something often conveys as much meaning as your words. Be mindful of your facial expressions, gestures, and tone of voice.

### **REFLECTION QUESTIONS:**

- ✓ Which of the steps and skills come easiest to you?
- ✓ Which steps or skills do you struggle with?
- ✓ What other steps or skills have you found helpful in resolving conflict?
- ✓ Have you used these strategies in Rotary?

### **Self-Assessment Test from U.S. Institute of Peace**

