



Conflict Resolution Tips

1) Good working relationships bring contentment and success for our cooperative and for each member.

This comes with respecting the value of each person and using effective communication, including recognizing and resolving conflicts.

2) Stop! Cool Off!

- Most of us repeat unhelpful behaviors and are unaware of what we are doing
- We can only change habits through awareness
- Plan what you say & how you say it

3) Respond from Sadness not Anger

- When we are angry, it is to protect our feelings of sadness
- When we speak from our anger, we can scare people, make them defensive, and can negatively impact our relationships
- When we speak from our hurt, we are sharing from a deeper and more truthful place and it is not as threatening to others

4) Speak directly to the person with which you are having a conflict NOT to others

When you speak to another person about your agitation rather than the person that you are agitated with, not only do you NOT resolve the problem, you create hurt feelings, divisions and more conflict.

5) Conflict is not bad, wrong, or a sign of failure

When it is resolved conflict can help us learn and grow, and in some cases it can even strengthen our relationships

6) Be specific about what you need

Resolution will not come if your goal is to win or to blame. Understand what you are upset about and what you want. Then, be open to listening to each other and find common ground and solutions.

7) Listen to Understand, ask Questions

Respect the other person's feelings by listening to understand the trouble as they see it. Ask questions, be open. Find out what is most important to the person. Share what you heard and then ask him or her to do the same.

8) If you are unable to resolve a conflict, be open to help through mediation

Conflict does not just affect 2 people, it effects the entire team. A mediator is an outside person who is trained to help people resolve conflicts.