

Manging Conflict 1

Do you find yourself arguing with another person? Here are some strategies that will help you deal with/prevent things from getting worse.

Staying calm

Though emotions can be high and adrenalin pumping, make an effort to stay calm and focussed. By staying calm everyone's emotional state will start to level out.

Take a breath

When arguing your body goes into fight mode. To come out of this mode the brain needs [more] oxygen. Taking a breath = clearer thinking.

Desire to resolve the matter

Parties involved must want to resolve the argument/situation. This becomes a start point for communication & working towards a resolution.

Aim to both agree a solution

Work cooperatively to find an agreeable outcome & your relationship can be strengthened in understanding & respect.

Focus on the problem - not the person

Do not attack the person. It is counterproductive and disrespectful. Identify what the 'real' problem is.

Identify & separate needs from wants

By identifying your needs rather than wants you can realistically understand what is important to you. Needs can offer solutions, work back from that.

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Acknowledge & respect the other person

It's important you are able to acknowledge emotions & respect others no matter who they may be. This will keep you focussed and allow you to communicate objectively.

Take responsibility

Any relationship argument is not one sided. Taking responsibility for your part in the dispute can de-escalate the emotion & negative behaviours. It can also save face for both parties.

Don't be defensive, conflict is an opportunity for change

This allows you to look at/think of the change process [conflict] more positively. Once you have the facts you may find you were wrong, focus on a resolution not who is right or wrong or who will or lose – this kind of victory is short lived and resentment can build while the issue has not been resolved.

Changing "you" to "I" statements

"You" statements = blame on the person. "I" statements = inform person of how their behaviour impacts on you.

e.g. You are always nagging me, can be changed to – I feel annoyed when you talk that way to me, I think I know what you want so, can we sit down and talk about how we can do it?

Have adult conversations

Be assertive in your communications, empathising, empowering & be clear of your intent & commitment to finding a resolution or agreeable outcome.

Give yourself space

Use techniques such as counting to ten, distraction, do something you find relaxing, deep breath & fresh air to settle your emotions and think things through. You may find that the issue was not as dramatic or destructive as you thought and can be dealt with more positively.