

10 TIPS FOR SUCCESSFUL CONFLICT RESOLUTION

1. Be as prepared as you can be. You have to care enough about what's going on in your organization to talk about what is bothering you. Don't internalize it and let it build up. Don't wait to engage in resolving the conflict. Check your own behavior. What is it that sets you off? What steps have you taken to escalate the conflict? Deescalate it? What is your responsibility in the situation? Make sure that you're prepared to own up for any responsibility you might share. Have a plan for what you will say.
2. Don't wait longer than you need to. The sooner you engage in resolving the conflict, the easier it is to resolve. If there is a specific behavior or action that caused the conflict, it's better to address it right away. It's fair to both or all parties involved to handle it promptly.
3. Find a neutral place. There is very little chance that there will be a successful conflict resolution if it takes place in public. You want to make sure not to embarrass somebody. Your goal is to resolve the conflict. Correcting someone in public might only make it worse. Remember to praise in front of people and correct in a private setting.
4. Be aware of your own body language. Even without speaking, you can send messages to the other person or people involved. You want to make sure that you don't convey feelings of hostility. Here are some tips for maintaining positive body language:
 - Maintain eye contact
 - Be conscious of your facial expressions
 - Avoid statements that seem absolute, like, "always" or "never"
 - Maintain eye contact
 - Use a neutral voice, volume, and tone
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5. Share your feelings. Don't be cold. Most of the time, conflicts are about the way people feel and not about factual things. Make sure you share how you feel. Don't assume how the other person feels either. Make sure to ask. Does everyone involved agree on what the desired outcomes are?
6. Identify the problem. Make sure you both agree on what the real problem is. Both of you should share what you believe caused the situation at hand.
7. Listen actively. Make sure that you are ready to be open-minded. Sometimes, just getting all the information from the other party can change your outlook on the situation. Be ready to respond with compassion as well.
8. Find a solution by working to do so, together. Ask the other person what their ideas are for solving the problem. Both of you are responsible for your own actions, and both of you are able to change your behaviors. If you have ideas that don't come up, make sure to share them. Discuss each idea and what it will take to make it happen.
9. Agree on a plan of action. Once you've identified a solution, decide on the steps and any ongoing work that will need to occur to make this happen. Set a follow up meeting. Make sure you both agree on and verbalize what your role(s) will be moving forward.
10. Be confident. Make sure to thank the other person or persons involved for working through the conflict with you. Express confidence that your relationship going forward will be better.