



Communication and the Art of Conflict Resolution

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Communication Stoppers


- ▶ Avoid negative statements
 - ▶ Avoid negative generalizations
 - ▶ Avoid criticism
 - ▶ Avoid interrupting
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Communication Facilitators


► Be respectful

- We all want respect
 - Communicate respect in your actions, words, and tone of voice
 - If you want to be respected, then you must behave in a respectful manner
 - Don't dismiss the other person's feelings
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Communication Facilitators

- ▶ Use good attending behavior
 - Stop what you are doing so that you will not be distracted
 - Make eye contact
 - Give nonverbal feedback
 - Give verbal feedback
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Communication Facilitators

- ▶ Look for the underlying feeling
 - Sometimes you get nowhere by dealing only with the content
 - Acknowledge the other person's feelings and deal on this level
 - Usually when someone is angry it has originated as hurt
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Communication Facilitators

- ▶ Listen well
 - ▶ Check out your understanding of the issue
 - ▶ State your issue and check to be sure the other person understands
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Build a Relationship

- ▶ Spend time
 - ▶ Be available
 - ▶ Use communication skills
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The Art of Conflict Resolution

- ▶ Have a willing attitude
 - Don't be rigid
 - Don't be defensive
 - ▶ The role of emotional maturity
 - Maintain a respectful demeanor
 - Set a positive example
 - Maintain emotional control
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The Art of Conflict Resolution

- ▶ Ask what solutions they have in mind
 - This may provide some creative solutions
 - Be open to considering different options
 - ▶ Offer your solutions
 - Be fair
 - Provides information on the gap between your two positions
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The Art of Conflict Resolution

- ▶ Agree on a compromise
 - Clearly summarize the details of the compromise
 - Define the role of each person
 - Agree on a timeline
 - Agree on a time to review
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Keep in Mind:

- ▶ Communicating in a positive manner is generally more effective
 - ▶ Think about how you respond to criticism and negativity; other people feel the same way
 - ▶ Remember the Golden Rule
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Keep in Mind:

- ▶ Aspire to loftier goals
 - ▶ Set a positive example
 - ▶ You serve as a role model for good behavior but you will also serve as a role model for bad behavior
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Keep in Mind:

- ▶ Look at yourself first
 - You must be accountable to yourself
 - You control you
 - ▶ Use good manners
 - ▶ Work to protect the integrity of the relationship
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