



NATIONAL
CONFLICT
RESOLUTION
CENTER™

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10 TIPS

FOR MANAGING CONFLICT



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1

Manage how you *think* about conflict



2

Manage what you *say* in conflict



3

Manage how you *listen and negotiate* in conflict



10 TIPS FOR MANAGING CONFLICT

1 Work on trying to be thoughtful instead of trying to prove that you are right.

2 Acknowledge that you have a right to your feelings and that it is okay for you to be upset. By doing so, you will be able to move through your own emotions better. Then, you will be able to accept the other person's reactions.

3 Let go of believing that you own the only truth about the situation

4 Recognize that ignoring or attacking the other person rarely gets you what you need.

5 Do what you can to really listen to the other person. As much as possible, show genuine curiosity about what led them to their opinion of the situation.

6 Ask yourself: how can I say what I want to tell them in a way that they can hear it?

8 Take time before you talk. It is hard to think clearly when one is angry.

9 Don't be afraid to acknowledge any responsibility for mistakes you might have made. Also, acknowledge what the other person is right about. These gestures go a long way to build momentum in moving forward.

7 Know this: almost all conflicts have their basis in an underlying need not being met (respect, acknowledgement, acceptance, fairness, etc.). The more you can communicate your needs, instead of your complaints, the better off you will be.

10 No matter what you are doing to de-escalate the situation and no matter what the other person may be doing that might escalate it, always come from a place of respect, understanding, and humility.

TIP1

Acknowledge that you have a right to your feelings and that it is okay for you to be upset. By doing so, you will be able to move through your own emotions better. Then, you will be able to accept the other person's reactions.

TIP2

Take time before you talk, it is hard to think clearly when one is angry.

MANAGE WHAT YOU **THINK ABOUT** CONFLICT

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TIP3 Let go of believing that you own the only truth about the situation.

TIP4 Know this: almost all conflicts have their basis in an underlying need not being met (respect, acknowledgement, acceptance, fairness, etc.). The more you can communicate your needs, instead of your complaints, the better off you will be.

MANAGE WHAT YOU **SAY IN** CONFLICT

TIP 5

Work on trying to be thoughtful instead of trying to prove that you are right.

TIP 6

Recognize that ignoring or attacking the other person rarely gets you what you need.

TIP 7

Ask yourself: how can I say what I want to tell them in a way that they can hear it?

MANAGE WAYS TO **LISTEN AND NEGOTIATE** IN CONFLICT

TIP 8

Do what you can to really listen to the other person. As much as possible, show genuine curiosity about what led them to their opinion of the situation.

TIP 9

Don't be afraid to acknowledge any responsibility for mistakes you might have made. Also, acknowledge what the other person is right about. These gestures go a long way to build momentum in moving forward.





MANAGE WAYS TO **LISTEN AND NEGOTIATE** IN CONFLICT

TIP 10

No matter what you are doing to de-escalate the situation and no matter what the other person may be doing that might escalate it, always come from a place of respect, understanding, and humility.



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