

Tips for Resolving Conflict

1. **Have a point(s):**

What is the expected result of the confrontation?

What is really making you angry?

2. **Timing is Everything!**

Plan a time to talk when you have plenty of time, privacy, and are feeling calm.

3. **Stay Focused:**

Keep your voice calm and steady; take long, steady breaths, take a "time out" if you feel yourself escalating; own-up to your feelings and beliefs.

4. **Stay on Issue:**

Only discuss the issue at hand. Don't get personal, insult or use foul language. Avoid making global accusations ("you always/never"); be specific in your concerns.

5. **Compromise:**

Agree to disagree; don't try to "win" or change someone's mind. Accept responsibility for your thoughts and feelings.

Tolerate diversity and/or ambiguity.

© Tran & Taylor, 2000 (Modified from Mental Health Association, Tulsa, Arizona.)