

Constructive Conflict Resolution: Building Agreement and Strengthening Relationships

- What is the problem from your perspective?
Communicate your needs in a respectful way.
- Listen to the problem from the other persons perspective.
- Show the other person you are really listening to them, not just hearing them.
- Separate the problem from the person.
ie focus on the issue to be resolved, not the person.
- Find merit in some aspect of what the person is saying, feeling or doing.
- Brainstorm possibilities that focus on meeting the needs of all parties.

Communication Killers! Foul Play!

- Blaming
 - Putdowns
 - Name-calling
 - Threats
 - Personal attacks
 - Shouting
 - Demanding
 - Interrogating