

# 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