

## CONFLICT RESOLUTION METHOD

### **Step 1: Treat the other person with respect.**

Respect for another person is an attitude conveyed by specific behaviors.

The way you listen to the other, look at him or her, your tone of voice, your selection of words, the type of reasoning you use—these either convey your respect or they communicate disrespect.

### **Step 2: Listen until you “experience the other side.”**

The goal of listening is to understand the content of the other person’s ideas or proposals, the meaning it has for him or her, and the feelings he or she has about it. That means being able to step into the other person’s shoes and view from his or her point of view the things he or she is talking about.

### **Step 3: State your views, needs, and feelings.**

State your view briefly—short and to the point.

Avoid loaded words.

Say what you mean and mean what you say.

Better not to withhold information about how you feel.

Don’t make more extreme statements than you really believe.

Encourage people not to talk about one issue when their concern is really on an entirely different matter.

Disclose your feelings.