



HOW TO RESOLVE CONFLICTS

CONFLICTS HAVE CONSIDERABLE VALUE WHEN THEY ARE MANAGED CONSTRUCTIVELY. THE ISSUE IS NOT WHETHER CONFLICTS OCCUR, BUT RATHER HOW THEY ARE MANAGED.

TWELVE SKILLS TO AID CONFLICT RESOLUTION

1. THE “WIN-WIN” APPROACH: Identify attitude shifts to respect all members’ needs.
2. MANAGING EMOTIONS: Express emotions wisely to effect change. Being too aggressive can cause a defensive response, leaving little room for negotiation.
3. WILLINGNESS TO RESOLVE: Discuss personal issues that hinder resolution.
4. EMPATHY: Develop communication tools to build rapport. Listening carefully to clarify understanding.
5. MAPPING THE CONFLICT: Define the issues needed to chart common needs and concerns.
6. CO-OPERATIVE POWER: Eliminate “power over” to build “power with” others.
7. DEVELOPMENT OF OPTIONS: Design creative solutions together.
8. CREATIVE RESPONSE: Transform problems into creative opportunities.
9. NEGOTIATION: Explain and apply effective strategies to reach agreement.
10. APPROPRIATE ASSERTIVENESS: Apply strategies to attack the problem not the personal.
11. BROADENING PERSPECTIVES: Evaluate the problem in its broader context.
12. MEDIATION: Get help from third party for conflicting parties to move towards solutions.

STILL UNRESOLVED? DON'T GIVE UP!

Build on the cooperation you’ve established in your first effort.

Agree to a time-out and a time to try again.

Acknowledge that while a solution may not have been found, tension has been reduced and communication barriers have been broken.

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