

LEARN ABOUT CONFLICT RESOLUTION



This fact sheet is for information only and is not meant to be used for self-diagnosis or as a substitute for consultation with a health care provider

What is Conflict Resolution?

Conflict resolution is the process of solving disagreements in a healthy, respectful, and peaceful way. It helps people listen to each other, understand a different point of view, and work toward a solution that works for everyone.

Why is Conflict Resolution Important?

- Builds better relationships
- Improves communication
- Reduces stress and tension
- Encourages teamwork and respect
- Helps avoid future problems
- Teaches emotional control and problem-solving

Key Components of Conflict Resolution

- **Active Listening.** Pay close attention to the other person without interrupting
- **Empathy.** Try to understand how the other person feels
- **Clear Communication.** Speak honestly and respectfully
- **Emotional Control.** Stay calm and manage anger
- **Problem-Solving.** Work together to find a fair solution
- **Respect.** Value different opinions and stay open minded
- **Compromise.** Find a middle ground that works for everyone

Steps to Resolve Conflict

- ▶ **Cool Down:**
Take a moment to calm down before trying to fix the problem
- ▶ **Talk It Out Respectfully:**
Use "I" statements instead of blaming (ex: "I felt hurt when...")
- ▶ **Listen to Understand:**
Let the other person talk and really try to hear their side
- ▶ **Identify the Problem Together:**
Figure out what the disagreement is about
- ▶ **Think of Solutions:**
Brainstorm ideas that can help solve the issue
- ▶ **Agree on a Plan:**
Pick a solution that works for both sides and agree to move forward
- ▶ **Follow Up if Needed:**
Check in later to make sure the conflict is truly resolved