

R.E.A.L GoalSM: Conflict Resolution

(Realistic, Easy, Attainable, Life Goals)

Example: I will work on my conflict resolution skills.

Steps to Productive Conflict Resolution:

Step 1: Choose an appropriate time and place to discuss the conflict.

Find a safe place for you and the other person(s) to openly share feelings without distractions or interruptions. Ideally, choose a neutral place that does not feel like you are meeting on one person's turf. Scheduling a future date to discuss the issues gives you and the party you're in conflict with time to let anger and emotions cool down.

Step 2: Begin the discussion by clarifying each person's perceptions of what happened.

What is this conflict really about? Is it a conflict or behavior vs. feelings? Try to understand what the other person is feeling, what he or she needs, and the reasons for his or her behavior. Suspend your need to be right. Each person should actively listen without interrupting to make sure he or she knows what the conflict is really about, rather than making assumptions based on individual perceptions.

Step 3: Separate the person from the problem

In the meeting, express your desire to resolve the conflict in a way that is acceptable to all parties. Don't stereotype or judge the other person because you hold an opposing point of view. Remember to address the issue - not the individual. This is why Step 2 - clarifying perceptions and understanding what is at the heart of the problem- is a critical step.

Step 4: Look for areas where you agree and explore possible solutions

Once the problem has been identified, try to keep the conversation moving forward by brainstorming possible solutions. A good technique is to make a list of alternative solutions. Then focus on finding or selecting a solution that each person can agree upon. Focus on areas of agreement, and you should be able to find creative solutions to resolve the conflict.

Step 5: Clearly state the agreed-upon solution(s)

When a mutual solution has been identified, plan how it will be carried out. Make an action plan you are both comfortable with and assign responsibilities. Remember to be specific - make sure you both understand how the solution will be implemented. If you can't find an agreed-upon solution attempt to come to a place of understanding so you can continue to be respectful.

Step 6: Follow up

Before you end the meeting, schedule a time when you can come together again to review the progress you've made and give each other feedback. This is also a good opportunity to evaluate the problem-solving process.

TIPS: WHEN IN CONFLICT REMEMBER

- Suspend your need to be right
- Listen to the other person
- Try to come from a place of understanding their side
- Ask questions and clarify what the other party is saying and meaning
- Attack the problem, not the person
- Don't act out your frustrations - talk about them.

To choose another goal, go to: wellfirstbenefits.com/realgoals

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