



Overcoming Conflict

Conflict is a normal part of life. Knowing how to resolve conflict, and having the confidence to implement this knowledge, is essential to ensuring it doesn't escalate to the point that relationships are damaged beyond repair.

Effective conflict resolution isn't easy. It's a challenging process requiring strong self-discipline, patience, and an ability to negotiate. Some things to consider when you are looking to resolve conflict, and increase the effectiveness of the interaction are:

Time and place: A heated argument is not normally effective in resolving a conflict. Take time out to calm down and approach the conflict when you are less emotional and in a place where you can talk comfortably. Consider, is what they are saying "wrong" or just different?

Listen: Every conflict has two sides. Listen and try to understand where the other

party is coming from so that you are clear what the issues are.

Compromise: It is unlikely you can both get exactly what you want. Try to identify areas of common ground and find ways that you can both be satisfied, even if it means that you need to be a little flexible.

Focus: Bringing up the past or making personal attacks won't help. Try to stick to the problem at hand and deal with past or personal issues at a different time. Bringing up these issues will only confuse and escalate the conflict.

If you are struggling with a conflict and feel that you don't have the resources to resolve it, you might like to arrange a counselling session with one of Converge International's experienced consultants. Call us on 1300 687 327 to arrange a confidential appointment.

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