



Ten tips for resolving conflict

Adapted from the National Conflict Resolution Center

1. Talk to each other in person.
2. Talk privately in a neutral place.
3. Assume you can fix the problem. Be creative and flexible.
4. Use "I" statements to explain your side of the conflict.
5. Blaming is not useful in solving problems. Look forward.
6. Focus on behavior, not personality. You don't have to like each other to address a specific problem.
7. Listen without interrupting or reacting. The other person will be more likely to extend the same courtesy to you.
8. Try to hear the needs behind the complaints. What is really driving the dispute?
9. Avoid each other's "hot buttons."
10. Look for joint solutions that require both of you to act.

For assistance with resolving and managing conflicts, please contact your volunteer support coordinator.

