

*When attempting to solve any conflict, it is imperative to properly manage yourself before addressing conflict with anyone. Lack of Self-Management could be detrimental to Conflict Resolution.*

**1. Self-Management looks like:**

- a) Emotional Regulation-Use of a calm demeanor and open mindset.
- b) Managing your biases, stereotypes, judgements, and other unhelpful ways of thinking of people.
- c) Be aware of what your concerns are with the party, so that you can properly articulate your concerns when needed.
- d) Scan to ensure that it is safe and the appropriate time to approach the other party.

**2. Utilize a personable approach to addressing conflicts with others, such as:**

- a) Being willing to initiate a conversation to seek clarity regarding the conflict.
- b) Introducing yourself on a first name basis to help decrease tension.
- c) Express genuine care for addressing the matter.
- d) Seek an understanding of how you could be of help to the other person, if necessary.

**3. Consider a collaborative problem-solving process.**

- a) Identify the problem-Who/what is the problem.
- b) Examine the causes of the problem, and the needs of each party.
- c) Consider reasonable compromises/solutions from each party.
- d) Determine and explain how and when you intend to implement the solution.
- e) Implement the collaborative solution and allow for an agreeable amount of time for each party to adjust to the new solution.
- f) Evaluate the outcome by following up with the party to assess the collaborative solution to see if the solution is sustainable.
- g) If the solution is sustainable, and the problem is solved; be proud of the collaborative effort, release, and move forward.
- h) If the solution is unsuccessful at solving the problem, you may need to have another conversation and go back through the problem-solving process until a sustainable compromise is established.
- i) If various approaches have been made to solve the problem through reasonable compromises, each party may have to accept the dissatisfaction of the outcome, and the problem may have to rest at unresolved. Additionally, depending on the conflict, the relationship may have to change or end.

**4. Remember:**

- a) Conflict is natural. Differences are normal. What matters most is how we handle them.
- b) Allow care and regard for humanity to be the energy that you carry when navigating conflict. We are all connected through our human experience!