

Description: CDSS_logo_2

HOW TO RESOLVE CONFLICT

1. **Calm down –** breath slowly and deeply, know that this moment will not last forever
2. **Speak calmly –** when you yell, people stop hearing you
3. **Think about what you really need –** don’t let anger distract you from what you came to accomplish
4. **Bring a neutral third party** to the conversation
5. **Acknowledge and apologize** for any mistakes you have made
6. **Think about where the other person** is coming from and what they are feeling
7. **Focus on positive goals and give solutions** to how the problem may be resolved
8. **Take responsibility** for coming up with specific things that both, you and the other person, can do to help the conflict.