



NOT RIGHT OR WRONG: IT'S A MATTER OF PERCEPTION!

Workshop 8

Helpful conflict?

When managed properly, a conflict between two people can help them get to know each other better, understand each other better, and even develop their creativity and find new solutions.

To help you, try to **respond** by taking your time (take a few deep breaths, put yourself in the other person's shoes)

instead of **reacting** (spontaneously, without thinking first).

Compassionate listening

- Show openness and interest through body language
- Try not to interrupt or interject; let the person finish their sentences
- Be respectful and empathetic toward the other person
- Refocus your attention on the other person; stay in the moment

REMINDER!

It's often pointless to try to figure out who's right and who's wrong; there can be two different perceptions of the same situation.

In your relationships and especially when you are in conflict, use these strategies

Conflict resolution

- Define the problem
- Evaluate the solutions
- Be respectful
- Be willing to compromise
- Accept your share of the responsibility
- Evaluate all possible solutions before choosing one that works for everyone involved
- Clarify your thoughts
- Seek social support from peers



Communication

- Take the time to listen to the other person's opinion
- Say what you're feeling, name your emotions
- Use "I" statements
- Express your needs in the situation
- Tell the other person what you expect from them
- Talk openly with the other person
- Stay calm



HORS-PISTE CHALLENGE

Think about how you react to and handle your conflicts

- Identify a spontaneous reaction you have and that can escalate conflicts.
- Identify a conflict resolution strategy they already use, that comes naturally.
- Identify a new strategy they will try out soon to help them manage conflicts better.