

# Conflict Resolution

OCTOBER 2023

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There are various reasons why disagreements arise, whether at home or work. Here are 5 ways to avoid conflicts:

## ● Carefully listen

Before deciding how to resolve a conflict, make sure to listen carefully to what each party is saying. Careful listening is one of the best ways to handle conflict as it allows you to validate others' ideas and let them know that they are being heard, regardless of whether you agree.



## ● Look at the situation

To avoid worsening the situation, make sure that your teams learn to understand each other, even when they don't agree. Part of being able to listen carefully is being able to understand and accept others' ideas.

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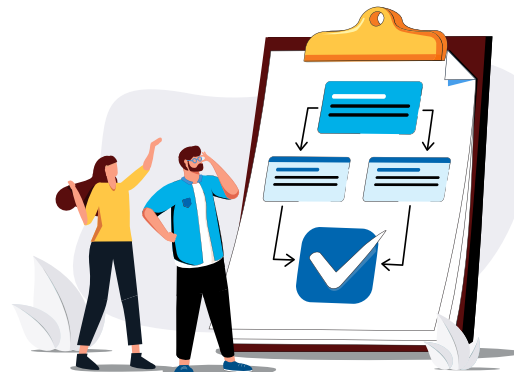
## Look at the facts

Be sure you have all the facts before making any decisions to resolve a conflict. Clarify the points first, taking into consideration each person's different perspectives. Different perspectives on the same problem will lead everyone to consider different solutions. Let everyone present their ideas without interruption so that you can all get the relevant facts you need to make an informed decision.



## Calmly discuss the situation

Conflicts worsen when arguing parties become emotional, and the argument becomes personal. The best way to handle conflict is to stay calm: Calmer minds produce clearer ideas. Keep yourself and your team calm. Avoid showing signs that you agree with one group and not another. Show your team that you can keep calm and reasonable. Insist all parties talk to each other in a relaxed and civil manner.



## Work together

All of these should help your team to work together in resolving the conflict. With each one of these tips, you're focusing your team on addressing the shared problem instead of attacking each other's personality. Because you and your team carefully listened, considerably looked at the situation, calmly discussed perspectives, and conscientiously looked at the facts, you can all cooperate despite initial disagreement.