

CONFLICT RESOLUTION

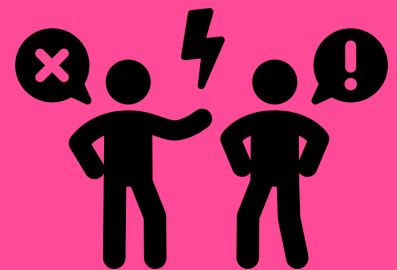
To resolve a conflict is to end a dispute. Reaching an agreement can sometimes be difficult or impossible.

Resolution is an aspect of conflict management strategies aimed at collaborating and compromising.



How to listen and understand - Active Listening

Misunderstanding is the root cause of many conflicts. Becoming able to truly understand what others are saying and meaning is important when dealing with them.



There are many types of misunderstanding that can be due to assumptions, likes and dislikes, way in which we use the language or meaning we give to words.

An efficient way to avoid these pitfalls, is to practice **active listening**.

Active listening requires you to pay attention to verbal and non-verbal cues of the speaker, acknowledging and verifying your understanding with paraphrasing (or saying what you think the other is telling, in your own words).

The simple act of listening attentively and demonstrate understanding can be sufficient at de-escalating many situations.



Negotiation and Resolution

The **CUDSA** framework structures your conversation:

Step 1: Confront the conflict

Step 2: Understand each other's position

Step 3: Define the problem(s)

Step 4: Search for and evaluate alternative solutions

Step 5: Agree upon and implement the best solution(s)

This approach encourages a process that can make conflict being constructive rather than destructive.

Here's an explanation of every step, with an example in *italics*.

Confront the behaviour

Concentrate on the behaviour not the person. Ask them to modify their behaviour so that you can talk about the issue. *I feel uncomfortable when you say (x). Please can we discuss this calmly so that we can get to the problem.*

Understand each other's position

Take the time to understand the other's position. Is it a real issue, or is it based on misunderstanding? Have you got all of the information, or only part of the story? Respect their position and ask them to respect yours.

Please tell me what you think the issue is. Please then listen to my reply.

Define the problem

Get into the detail, but try not to react by becoming defensive, sulking, aggressive or other negative behaviour. Repeat back to the other party, your understanding of their side of the story. Stay in adult.

I understand that you feel (x) and that you have an issue with (y) and that the reason behind this is (z) Is this correct? My position is (w)

Search for a solution

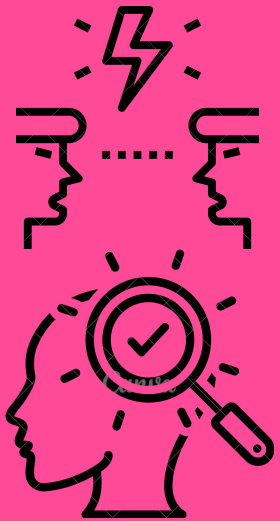
This involves cooperation. Search for a win-win solution wherever possible. The best solution is one where each party feels that they have gained at least part of their point if not all.

I suggest that I will agree to (x) if you are happy to give me (y) This way we both gain something

Agree upon and implement the best solution

Get an agreement - even if it is an agreement to differ. Make sure any agreement is stated clearly and unambiguously. If necessary, write it down.

In these (x) circumstances, I agree to (y) and you agree to (z) If things change then we will review this agreement.



**HOW TO APPROACH CONFLICT AND OTHER RESOURCES
DOWNLOADABLE FOR FREE AT WITHI.CO.UK**

