

# Conflict Resolution

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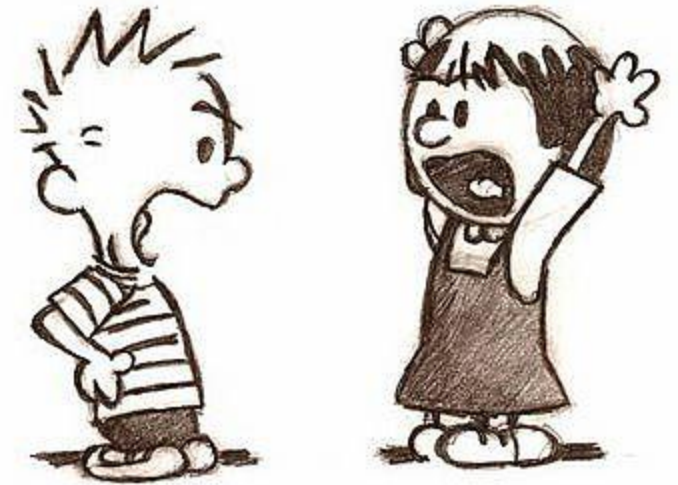
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# What is conflict?

- Tension
- Disagreement
- A bond is broken or lacking
- Often emotional
- Difference of opinion



# Steps to Resolve the Conflict

# #1 Maintain Composure

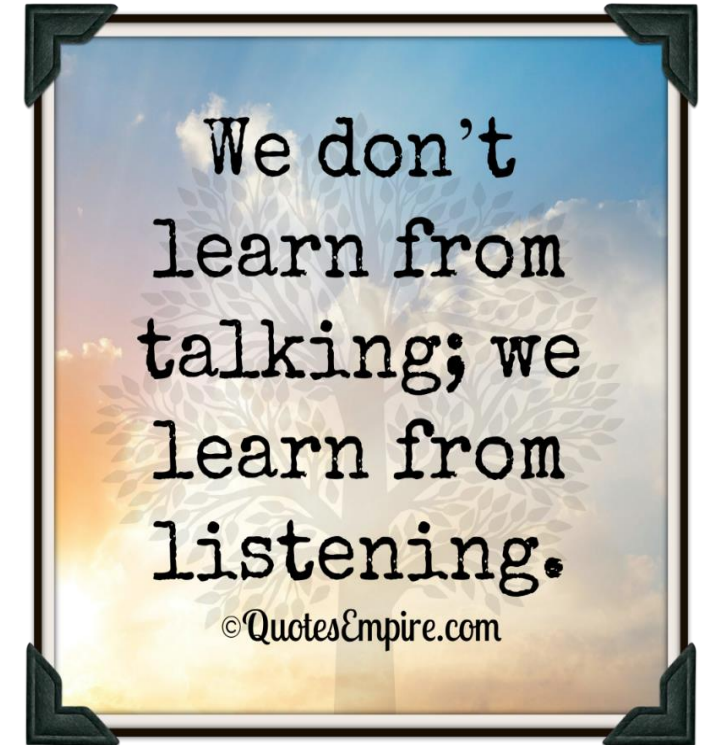


- Stay calm
- Be understanding
- Control your behavior and reactions
- Remember to be polite
- Be respectful at all times

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# #2 Listen

- Listen before you speak
- Really hear the other point of view
- Watch body language and facial expression to better understand the person



# #3 Use your words

- Be tactful
- Use your words not actions to express yourself
- Accentuate the positives not the negatives
- Focus on the future...not the past
- Clarify any assumptions that you may have made
- Validate the other person's feelings
- Do not generalize statements...be specific

# #4 Focus on the Person

- Remember that this is a person
- Separate the person from the issue or problem
- Make your relationship a priority instead of focusing on who wins the argument
- Be willing to forgive the person and move forward
- Know when to let go and walk away

# #5 Find a Middle Ground



- Set out known facts
- Do not blame one another...compromise
- Explore options first
- Brainstorm ideas that might work for all parties involved
- Be creative and confident when working on a way to solve the problem