

# TEN COMMUNICATION STRATEGIES FOR CONFLICT

## THE COMMUNICATION MINDSET...

All parties are valuable human beings that deserve respect.  
The issue matters, but is not more important than the person.  
The goal is to find the best solution for everyone.



## AGREE-BUILD-COMPARE

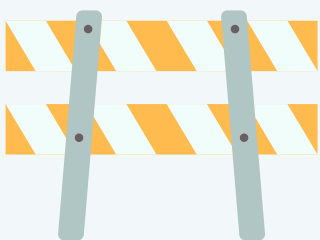
If you disagree with what the other person says, try to find something to **AGREE** with.  
**BUILD** or elaborate on their point to make it even stronger.  
Then, gently **COMPARE** your own point of view with theirs.



## MAKE A JUDGMENT FREE ZONE

When describing the problem, choose words that are neutral and free of judgment.

If sharing emotions, use "I feel" statements rather than "you" statements.

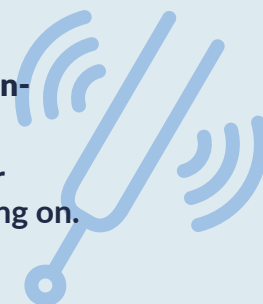


## STAY TUNED

Pay attention to the verbal and non-verbal responses to your words.

If their emotions change in tone or intensity, stop and ask what is going on.

Be ready to adjust your approach.



## FIND COMMON GROUND

Start by finding the mutual purpose you can agree on, e.g., solving a problem that impacts you both.

If the conversation strays off course, go back to this common ground.

## MAKE IT SAFE

Express empathy for their position.

Own your mistakes.  
Apologize if appropriate.

Look for opportunities to lift them up instead of tearing them down.



## HEAR THEM OUT

Aim to listen as much as you talk.

Ask questions for better understanding.  
Restate or summarize their point of view.  
Reflect their emotions.

In other words, make them feel heard.



## ASK FOR IDEAS

When you dictate a specific solution right at the start, the other person may decide to challenge the solution rather than focus on the problem.

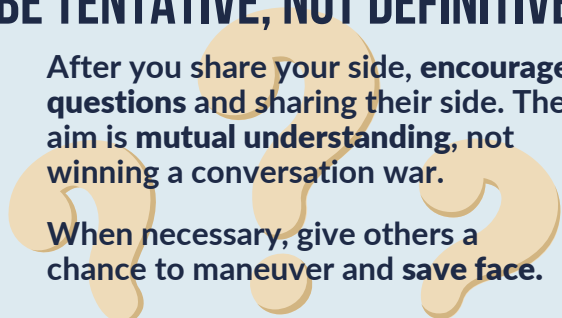
Ask for their ideas before offering your own solution.



## BE TENTATIVE, NOT DEFINITIVE

After you share your side, encourage questions and sharing their side. The aim is mutual understanding, not winning a conversation war.

When necessary, give others a chance to maneuver and save face.



## AVOID USING...

Demeaning terms or phrases  
Negative or aggressive humor

Body language that contradicts your words and/or shows contempt

