WHY AM I HAVING TROUBLE MANAGING CONFLICT?

POTENTIAL CAUSES:

MINDSET & EMOTIONS

Over-sensitive; takes things personally Inflexible or rigid; strong viewpoint on everything

UNAWARENESS OF OTHERS

Prioritizes one's own interests over others

Clueless or careless of others' feelings

Clueless or careless of the impact of one's own words & actions on others

SELF MANAGEMENT ISSUES

Self-centered, defensive words & body language

Aggressive or passive-aggressive approach

RELATIONSHIP MANAGEMENT

Allows conflict to fester & disrupt relationship

Poor communication

Avoids conflict; overaccommodates to allow "everyone to get along"

OR

Creates unnecessary conflict

THOUGHT QUESTIONS:

- What impact does conflict have on your relationships right now?
- Which are of greatest concern: your mindset & emotions, managing your words and actions, unawareness of others, and/or relationship management?

POTENTIAL SOLUTIONS:

MINDSET & EMOTIONS

Recognizes & treats emotional triggers

Remains objective &

open-minded

AWARENESS OF OTHERS

Listens first; restates other's position to ensure understanding

Practices empathy

Pays attention to others' reactions. Asks open-ended questions: "What's bothering you most?"
"How can I help?"

SELF MANAGEMENT STRATEGIES

Self-checks words & body language
Assertive, friendly
approach

RELATIONSHIP MANAGEMENT

Anticipates and proactively addresses conflict

Strong communication

Encourages healthy differences of opinion; looks for the win-win

Avoids unnecessary conflict

THOUGHT QUESTIONS:

- What one to three action steps do you want to take NOW to improve your strategies in these areas?
- How do you expect your relationships to improve as a result?
- How will you overcome setbacks and persevere in using these strategies?

