



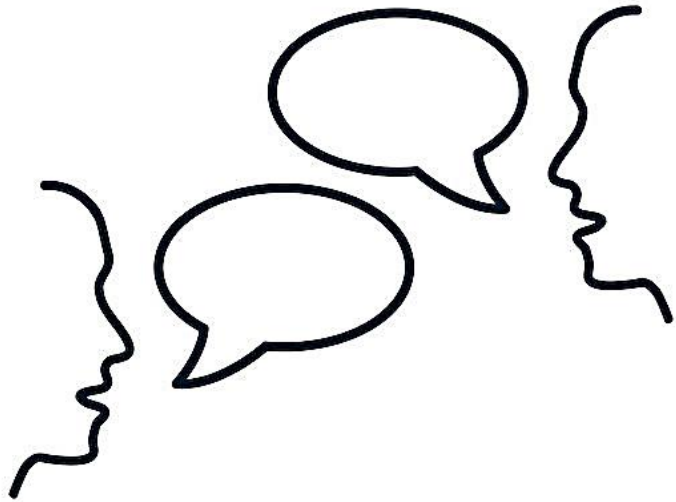
Conflict Resolution

Presented By: CMWE



What is Conflict Resolution?

Conflict Resolution is finding a fair solution to a disagreement.



Why do conflicts happen?

- Misunderstandings
- Different:
 - Views or opinions
 - Cultures, backgrounds or values
 - Needs or wants
- Ignored feelings and emotions
- General stress from daily life



Why resolve a conflict?

Even if you feel you are right, you will still feel stress from a conflict. Therefore, resolving a conflict:

- Can reduce your stress level & help you feel better
- Find a solution to a problem
- Help you move forward in your life



Guide to conflict resolution

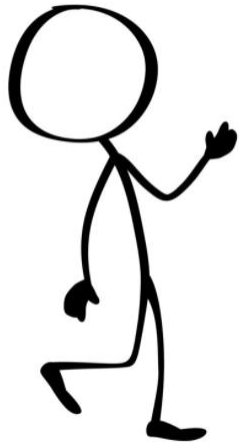
Here are some steps to resolving a conflict:

1. Take a break
2. Plan to meet
3. Work together
4. Move forward



1. Take a break

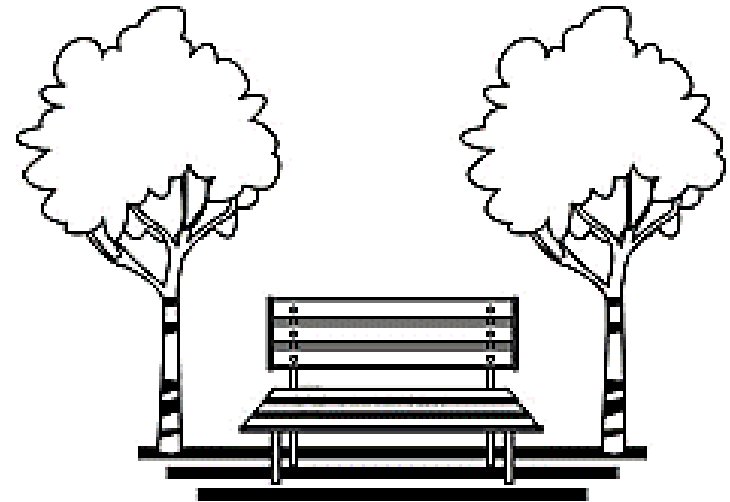
- Take a break from the person and the problem.
- At a minimum, take a few deep breaths.
- Refocus to think about fixing the problem *not* the person.



2. Pick a time to meet

When you are ready to work together to find a solution to the disagreement:

- Pick a time and day to meet
- Meet in a neutral place
- Be open to talking AND listening



3. Work together

When you are meeting together:

- Take turns talking. Be a good listener.
- Listen to what they are feeling and saying,
(not coming up with arguments in your head).
- Use “I” statements instead of “You” statements.
- Try to see yourself in their shoes.



4. Move forward

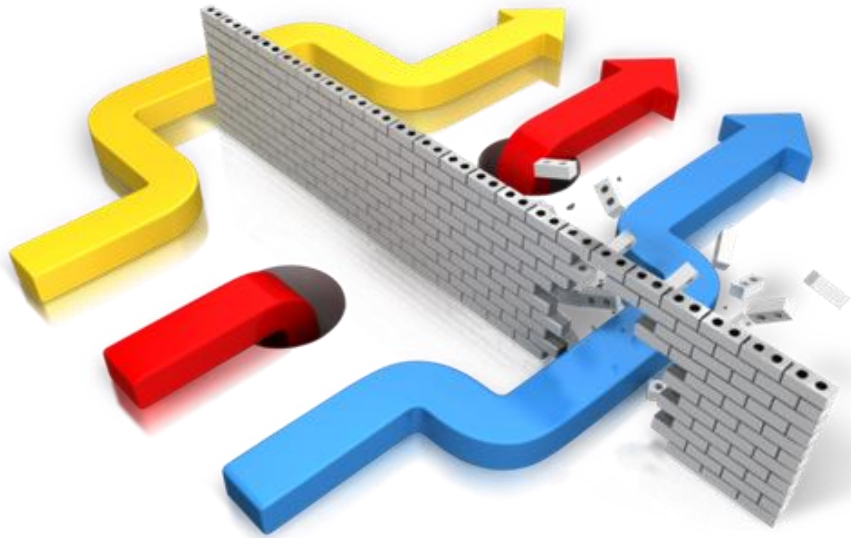
Developing a solution:

- Make a list of possible solutions.
- Work together to find a fair solution for everyone.
- Agree on the next steps to move everyone forward.



Remember

Disagreements can be an opportunity to try something new when people work together to solve a problem!



Contact CMWE for more information...

If you need unbiased and free support,
consider Community Mediation Windsor-Essex



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