More Strategies for Managing Conflict

1. Do not ignore something that bothers you. Address the issue before it becomes intolerable.
2. Sometimes it’s helpful to address the issue once you have had a chance to cool-off and step away from the situation.
3. If an individual complains to you about another person, encourage that individual to talk directly with the other person. This approach is more positive and discourages rumors from developing.
4. Seek the advice of an advisor or faculty/staff member for suggestions on how to approach the person and constructively deal with the conflict.
5. If someone approaches you with an issue, be open to listening and working out the situation.
6. After you have tried to work on the issue with the other person (if there has been no change) seek the help of an advisor, staff, or faculty member.

Things to Consider Before Working on the Issue

1. Try to identify the issue rather than the personalities involved with the issue.
2. Try to work toward a solution you both feel good about. Don’t focus on “winning” the argument.
3. It is all right to disagree with others, and don’t take it personally if someone disagrees with you.
4. Try to place yourself in the other person’s shoes.
5. Be willing to identify how you are contributing to the problem.
6. Some people shy away from confronting an issue because they are concerned about damaging a relationship. Remember that you can actually improve your relationship with others by addressing the issue and working on a mutually agreed upon solution.

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