

CONFLICT MANAGEMENT

Conflict can be inevitable especially in a large group of individuals that all have differing backgrounds and ideas.

So how do you manage?

Take a Breath and Walk Away

- When conflict initially happens emotions and tensions are running high. Each person wants to get their way and is typically unwilling to compromise. Taking a break so that everyone has time to think gives all parties an opportunity to develop their points while avoiding saying anything they do not mean. This also allows for de-escalation of the immediate situation.

Confront the Behavior/Idea NOT the Person

- Don't attack the person directly
- Be respectful and listen to the other person's concerns
- Avoid being hostile
- Do not make assumptions and ask for clarification

Don't Use Social Media as a Mediator

- Don't spend time venting to social media about the issue. Once it is online it cannot be entirely removed
- The conflict may be escalated by increasing the audience

Use "I Statements"

- Approaching an argument with statements focused on what the other person is doing wrong is likely to lead to them focusing on defending themselves
- Use 'I Statements' to show how you feel
 - Ex. "I feel frustrated when people show up late to meetings as it makes me feel they do not value everyone's time" instead of "You show up late to every meeting"

Utilize Active Listening Skills

- Focus on what the person is saying rather than thinking about your response
- Avoid distractions such as technology and side conversations
- Be respectful

Still Experiencing Issues?

Consider contacting Student Mediation Services at mediation@kent.edu for assistance