




CONFLICT RESOLUTION



UNDERSTANDING WAYS TO
EFFECTIVELY COMMUNICATE
AND DEFUSE CONFLICTS WHEN
THEY ARISE

Anitra Payne, LSWC-C, LICSW





A conflict is a struggle between people which may be physical or between conflicting ideas. The word comes from Latin *conflingere* meaning *to come together for a battle*. Conflicts can either be within one person, or they can involve several people or groups. Conflicts arise, because there are needs, values or ideas that are seen to be different, and there is no means to reconcile the dispute.



HOW TO DEAL WITH CONFLICT EFFECTIVELY



Be Respectful



Ask Questions For Understanding, Warmly



Pay Attention To Your Tone of Voice and Body Language



Avoid Trading Insults Back and Forth

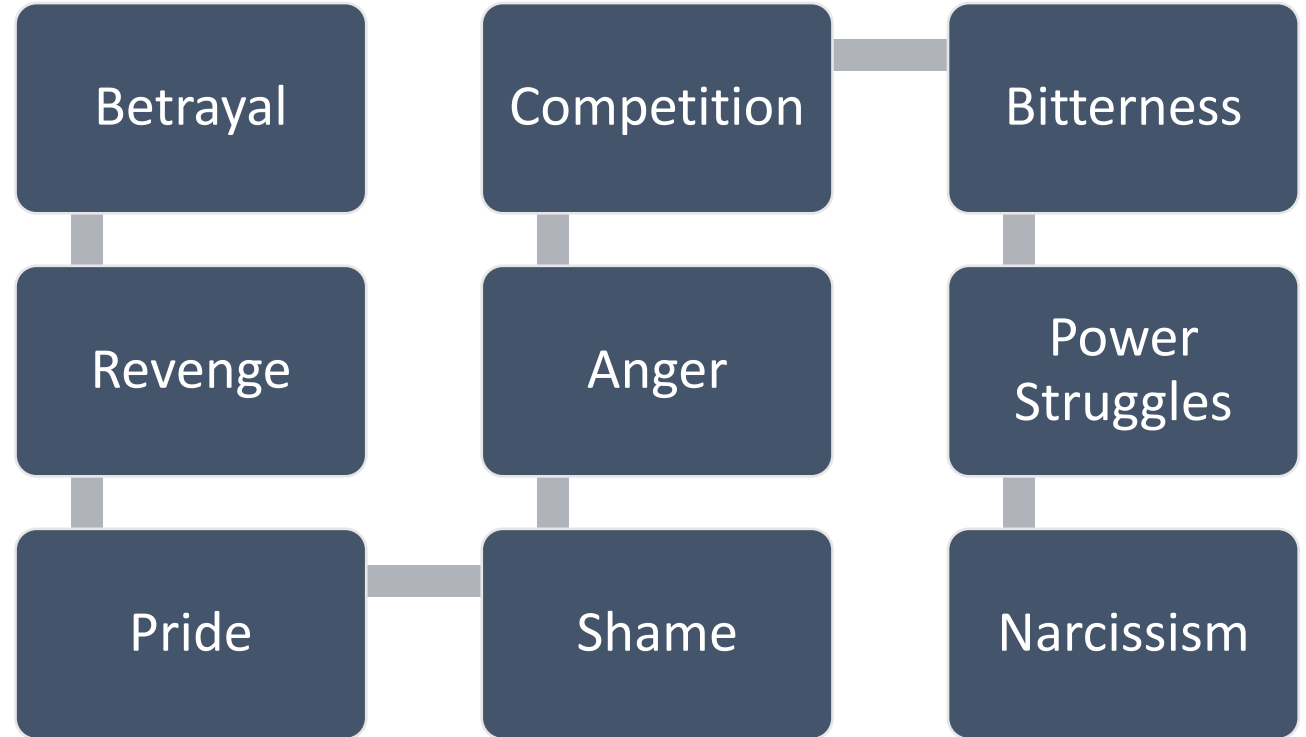


Take A Break When One Or Both Parties Feel Overwhelmed



Come Up With A Mutual Resolution To The Problem

UNDERLYING
ISSUES THAT
LEAD TO
CONFLICT



HOW TO HANDLE CONFLICT WITH SOMEONE WHO REFUSES TO ACKNOWLEDGE THEIR ROLE OR IS PROJECTING BLAME ONTO YOU



LEAD BY
EXAMPLE



TRY A DIFFERENT
FORM OF
COMMUNICATION



HOLD THEM
ACCOUNTABLE,
CONSISTENTLY



DON'T ACCEPT
BLAME



SEEK HELP
FROM A
NEUTRAL
PARTY OR
PROFESSIONAL
SERVICES



CONSIDER IF
DISTANCING
OR DISSOLVING
THE
RELATIONSHIP
MAY BE
NECESSARY



HOW TO PERSONALLY RELEASE NEGATIVE EMOTIONS AFTER A CONFLICT

Journal Your Feelings

Practice Self Care

Reflect On The Positives

Pray Or Tap Into Your Spiritual Connection

Seek Professional Help



ANY QUESTIONS?



THANK YOU!