

## Fitting the Pieces Together

Remember that a positive attitude, open mind and friendly demeanor can make all the difference when trying to resolve conflict.

Sometimes, despite our best resolution efforts, a disagreement or conflict seem insurmountable. When this occurs, talking with a trained professional can help. A trained mediator or counselor can help you communicate more effectively and eventually work your way through to a solution.



*“Remember, the single most powerful tool you have in dealing with conflict is your own positive attitude.”*

For more information on resolving conflict, contact your:

**EMPLOYEE ASSISTANCE PROGRAM**  
**(701) 530-7195 or 800-327-7195**  
**st.alexius.org/eap**



Shaded states represent EAP service locations.

### Remember your Employee Assistance Program is:

- **Confidential:** All information is strictly between you and the counselor.
- **Informal:** A simple phone call starts the process, and there is no red tape.
- **Free:** Your employer has paid the fees. There's no charge for initial counseling services.

 **CHI St. Alexius Health**  
*Imagine better health.<sup>SM</sup>*

**Employee Assistance Program**

1310 East Main Avenue  
Bismarck, ND 58501

 **CHI St. Alexius Health**  
*Imagine better health.<sup>SM</sup>*

**Employee Assistance Program**

**Making Peace**



*Tips for Conflict Resolution*

## Conflict Resolution

### *Frustrated? Irritated? Ready to explode?*

You're not alone. Whether you're having an argument with a friend, aggravated because a driver cut you off or irritated with a family member, conflict is a feature of almost every relationship. After all, two people can't be expected to agree on everything at all times. Learning how to deal with conflict, rather than avoid it, is crucial. When conflict is mismanaged, it harms the relationship, but when handled in a respectful, positive way, conflict provides an opportunity for growth, ultimately strengthening the bond between two people. By learning these skills for conflict resolution, you can keep your personal and professional relationships strong and growing.



### Clues That Conflict Resolution May Be Needed

- Do you feel annoyed or angry when interacting with a certain individual?
- Do you sometimes dread seeing this person at work, school or social situations?
- Are you becoming more irritable due to tensions with this person?
- Have you missed out on events because you know this person will be there?

## Moving Toward Agreement

Establishing some ground rules toward managing conflict will ensure that the process is as positive and fair as possible. These guidelines may include:

- Agreeing to sit down together in a neutral place to discuss the problem.
- Come to the discussion with a sincere willingness to settle the problem.
- State your needs, what results are important to you and define the problem.
- Be respectful. Talk about issues without blaming or insulting the other person.
- Avoid generalizations such as "you always" or "you never."
- Be willing to compromise. Discuss ways to solve the problem, and be open-minded and flexible.
- Be willing to forgive. Resolution lies in releasing the urge to punish.
- Focus on the present. If you're holding on to old hurts, your ability to see the reality of the present situation will be impaired. Focus on what you can do in the here and now to solve the problem.
- Know when to let it go. If you can't come to an agreement, agree to disagree. You can always make the choice to just move on.
- Review and adapt if necessary to bring closure to the matter.

## Confronting the Issue

Good communication skills are necessary throughout our lives. They help us resolve issues before they become problems. When discussing issues with people, you should:

- Look and feel relaxed.
- Keep your voice calm.
- Be direct and specific about what's bothering you.
- Use "I statements"– statements that emphasize how you feel, rather than blaming the other person.
- Ask, don't demand.
- Make your statement once, then give it a rest.

