

Conflict is healthy it's just HOW we deal with it that's NOT Tips for effectively managing conflict situations

When you have to have those difficult conversations as a manager, leader or parent...

Life is problematic and wherever you find groups of people, whether it is at work or in a family, you will find conflict. So here are a few tips to get you through those difficult times.

Tip 1 - *Speak what you are committed to first.* Before diving into the conversation get really clear and speak about what you are both committed to in the relationship. If you are talking with a manager speak about what common commitments you both have, such as team or project objectives.

If you are a parent share with your son or daughter what you are committed to as a parent. It might be that you are committed to supporting them to be the best they can be in life, or simply that you want to be there for them no matter what.

Tip 2 - *Be willing to have fierce conversations to get clarity* and for bringing "moments of truth" - what the reality of the situation is. Remember what is true for you may not be true for others. And always remember that **people have absolute clarity about what it is they DON'T want! And never assume anything about the situation or the person.**

So keeping these things in mind, ask open questions that start with "what, tell me, how, when, and where", to gain clarity about the situation and for bringing out those "moments of truth. Or put another way for uncovering those BFO's, those blinding flashes of the obvious! And use "I" statements such as, "this is not working for me and when you... I feel..."

Tip 3 - Also use the word "because" to keep a conversation going for gaining understanding about what is actually happening for the other person. For example if you ask, "how come you felt like that then?" and they say, "I felt like that when John said..." And then you would ask... "You felt like that because...?"

Now for some styles such as the S's and C's this is going to be challenging. However if you are committed to the relationship it will be worth feeling the discomfort. And knowing that you have the person's best interest at heart makes a difference.

Discuss a plan of action. When speaking to a manager discuss their professional development plan and if you are a parent discuss a personal plan of action.

If they are unwilling to change then you need to clarify the WHY of why they can't. If they won't then a strategy to use is to "box" them in using closed questions.

Give them nowhere to move to by speaking ONLY your movement (action), when it comes to agreeing with what to do – *this is how it will happen, or I request that you.*

Some questions to start the conversation:

- “We are not getting what we want here are we” or...
- “What would be three things that you need to work on right now that would solve the problem?” or...
- “What does the future hold if nothing changes?” or...
- “You cannot control what happens to you, you can ONLY control how you respond, so how are you going to respond?” or...
- “Did you or didn’t you?” (When you here *if’s, and’s or but’s*).
- “Where are we going and how are we going to get there?”

Be creative.... give reflection time....

Give them strategies to shift who they are BEING (their BEINGNESS Quotient) and for adapting their style – observable behaviours.

Speak and give them a brightness of the future. Ask what questions such as “what is it that we want?” Be willing to practice flexibility and most of all keep communicating until you can resolve the conflict.