

Conflict Resolution

Conflict is a fact of life. Every relationship contains elements of conflict and disagreement. Learning to manage conflict will lead to increased self-confidence. Stressful situations can be managed in a calmer matter.

Try the following suggestions to help manage conflict:

- **First and foremost, cool it.** We all have blurted out hurtful remarks we later regret saying. If you are upset, walk away until you can discuss it calmly.
- **Take some time to think things over.** Do some soul searching to help see the situation more objectively. Ask yourself why you feel angry or hurt. Try to see the situation from the other person's viewpoint.
- **When you feel you can discuss the problem calmly, approach the other person.** Tell them how you feel by using "I statements". (e.g. I feel angry when you are late and don't call.)
- **To resolve the conflict, focus on healing, not hurting.** Both parties should offer solutions. Choose a solution which best meets the needs of both parties. If you feel you contributed to the problem, admit it and offer a sincere apology.
- **Ask for help.** Sometimes conflicts require someone to help resolve the problem. Your EAP counselors will help you with conflict resolution.

If you are having problems coping with conflicts in your life, consider seeking out help through your Employee Assistance Program. **To get started, call Mercy EAP Services at 319-398-6694 or 1-800-383-6694.**