
Use these examples to avoid conflict

- Avoid becoming defensive.
- Avoid not accepting responsibility for your role in the conflict.
- Avoid escalating the matter and embellishing the truth.
- Avoid holding-on to issues until you become angry or unable to deal with them.
- Avoid hurtful comments or attempting to embarrass the other party.
- Avoid character attacks or making the matter personal.
- Avoid making assumptions about what another party thinks or feelings.
- Avoid making generalizations.
- Avoid placing blame.
- Avoid overreacting to the situations.
- Avoid making fun of or dismiss the other party's feelings.
- Avoid withholding bits and pieces of conflict; tell the whole story up front.
- Avoid shutting down the lines or communication.
- Avoid the win at all costs attitude.
- Avoid making demands.



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What you should know about conflict

Conflict is part of everyday life. Most often conflict occurs when an individual's or group's needs are not met and they act in a manner that reflects only in their self-interest. The inability to effectively deal with conflict and the feelings and emotions that result can ultimately manifest in a number of negative outcomes.



Negative outcomes

- Frustration
- Anxiety
- Depression
- Sleep Loss
- Poor Concentration
- Illness
- Stress
- Productivity Decreases

Causes of stress and conflict

- Life Changing Event
- Unclear or Undefined Goals
- Emotional Abuse
- Sexual or Other Types of Harassment
- Not Being Able To Ask For What You Need
- You Feel You Cannot Say No
- Individuals Who Are Angry
- Biting Off More Than You Can Chew
- Difficult People
- Unequal Or Unfair Treatment

Do your part to resolve conflict

- Be the bigger person and admit if you are wrong, you may even want to apologize.
- Don't press the issue, agree to a time and place talk at a later date.
- Be open to feedback and be prepared to listen to and consider what you have heard.
- Be clear and straightforward; avoid making the person guess about your intentions or concerns.
- Recognize opportunities when they are presented; be open to options and any compromises that might be presented.
- Try to see the matter from the other person perspective.
- Express your emotions up front rather than holding on to them.
- Offer feedback and thank the person for working with you.
- Forgive and forget.
- Pay close attention to pick up key facts that you might not be aware of.
- Avoid making the matter personal.
- Be positive and allow the other party to be positive.
- Stay focused and speak only about the subject.
- Take your time and discuss one point at a time.
- Work with the individual to make sure each of you understand the other's point of view and that everyone's needs can be met.
- Use as many "I" statements as possible, to help express your concerns and feelings.