

Tips for Negotiating A Conflict



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Creating peace in a chaotic world

- ⇒ **Remain calm.** By remaining calm it will be more likely that others will consider your viewpoint. Take a break and take a breath whenever needed.
- ⇒ **Be specific about what is bothering you.** Vague complaints are hard to work on. Speak only for yourself, and speak from the heart using an I-statement. (I feel.... Or I need.....)
- ⇒ **Deal with only one issue at a time.** Don't introduce other topics until each is fully discussed. This avoids the "kitchen sink" effect where people throw in all their complaints while not allowing anything to be resolved.
- ⇒ **No "hitting below the belt."** Attacking areas of personal sensitivity creates an atmosphere of distrust, anger, and vulnerability. Focus on the problem, not the person
- ⇒ **Avoid accusations.** Accusations will cause others to defend themselves. Instead, talk about how someone's actions made you feel.
- ⇒ **Don't generalize.** Avoid words like "never" or "always." Such generalizations are usually inaccurate and will heighten tensions.
- ⇒ **Avoid "make believe."** Exaggerating or inventing a complaint - or your feelings about it - will prevent the real issues from surfacing. Stick with the facts and your honest feel