

Conflict Resolution

Governmental Services Center

Serving the People Who Serve the People

The fact that conflict exists, however, is not necessarily a bad thing: As long as it is resolved effectively, it can lead to personal and professional growth.

In many cases, effective conflict resolution skills can make the difference between positive and negative outcomes.

Conflict Resolution Steps:

- Recognize there are two sides to every story
- Accept your part
- State the problem
- Ask questions to draw out the other side of the conflict
- Listen without judging, interrupting, blaming or arguing
- Focus on job related actions
- Separate the person from the behavior
- Give feedback - paraphrase
- Ask to tell your side
- Get agreement on the problem
- Ask for commitment on working out the solution
- Follow up - set goals and create an action plan

The goal is to keep communication open and honest throughout the process.

For more information on how to handle conflict, please attend our workshop *Managing Conflict* and see our Course Catalog.



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