



LLP/LdV/TOI/10/IT/551



Lifelong Learning Programme

## TOOL n. 10

“Check list of possible strategies to manage conflict in a situation of interaction”

Aims of the tool: the tool is a collection of good advices on how to deal with a discussion in the workplace. It is a useful exercise that the facilitator must learn for himself and convey to his colleagues.

Where many people come together, it often comes to conflicts.

Practical instructions:

1. When it comes to a single person, you try to live with this person an honest and open conversation in private, before you contact or supervisor, or even put in a team meeting or the other person.
2. Avoid blaming, insults, etc. Write down the "I" form and prefer to use „My impression is" / "I feel", etc.
3. If you are attacked, try to respond with understanding. Do not block, you admit at least a partial debt or ask yourself "thinking time". Also, use phrases like: "Yes, it is a mistake happens. With more information I would perhaps have prevented him. "Do you admit or at least you admit that you are open for discussion.
4. Try to discuss the situation objectively, you describe your impressions, your problems and let your opponent even respond to it. Do not interrupt, just because you are even angry or impatient.
5. If you are too emotional counterpart, you still try to remain objective and understanding - you want a solution to the problem and do not fuel further conflicts!
6. If the situation escalates, take a "time out" and move your discussion to a later date, or the next day.
7. Do not play hurt, that's very unprofessional. When it comes to apologize to clean up a situation and express respect, you do so!
8. If you have the feeling, not to get ahead, then you ask for mediation by a third party or outsider.