Conflict management

Strategies	✎
Identifying the issues of the conflict (confrontation): • The other person must clearly understand how much the situation I have mentioned is bothering me, i.e. not diluting the issue. • Use I-messages instead of you-messages.	It bothers me …
State your goal: «I want to...»	My goal …
Determine the other person's goal: • By direct question «What is it you want?» • Ask yourself what your goal really is. «How do you see that?» «What do you think?» • Through active listening.	Your goal …
Look for common ground: • On what points do the participants agree?	Similarities
Brainstorm, accept, evaluate: • How can the problem be solved?	Possible solutions
Reach an agreement: • Specific, detailed, time-bound. • After the agreed period, check whether the agreement is possible and whether everyone can live with it.	Agreement

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