

Guidelines for Conflict Resolution

"Please be responsible for the energy that you bring into this room."

- 1) Remember that I am the primary person in charge of getting my needs met.
- 2) At the same time, remember that I am part of a company and must treat others the way I want to be treated.
- 3) Other people's words and actions can trigger an emotional response in me that may not be about them.
- 4) When I feel a lot of emotional energy arise in the middle of an exchange, STOP and figure out what is triggering me. It is probable that my response is triggered from my own history.
- 5) No matter what I want to think about another person, I must figure out my part in the equation. My strong feelings are usually about me. Ask myself what is it that I want; what do I feel; what do I think; how can I take care of myself in this situation?
- 7) In constructing my response, use the following formula:

"When you _____(physical, not objective, information),
I feel_____ (This is your feeling, not your judgment of them).
Then ask for what you want, understanding that they can refuse. OR just tell them what action you need to take of yourself.

Ex: "When you raise your voice when we are talking, I don't feel safe. So what I want you to know is that when you raise your voice, I need to leave the space until we can talk calmly."

The other person should then repeat verbatim what they heard, using "I hear you saying_____."
- 8) Remember that people can only hear what you actually say and take that at face value. This is why communication is so vital in any relationship.
- 9) Remember that I do not have the power to change anyone but myself. I cannot control or change anyone's feelings. It is also not my responsibility to fix other people. But, I can let them have their feelings.
- 10) If I am not part of the solution, I am part of the problem. I am only a victim if I choose not to take care of myself.