

# Conflict Management Strategies

## What can we do to manage conflict?

Conflict is a normal part of life, and it's important that we know some ways how to approach and manage it. Here are some skills and techniques to help you manage conflict:

1	<b>Active listening:</b>	Means giving the other person your full attention and trying to understand their perspective.
2	<b>Validation</b>	This doesn't mean you have to agree with the other person, but it does mean that you understand their perspective eg "I can see that this is really important to you".
3	<b>Assertiveness</b>	Expressing your wants and needs clearly to the other person is helpful in managing conflict. Assertiveness skills make sure you avoid blame or 'you statements'.
4	<b>Negotiation</b>	This involves working together to find a compromise that benefits both parties.



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5	<b>Compromise</b>	This involves finding a middle ground where both parties give and bit and gain a bit to find a solution.
6	<b>Taking a break</b>	If emotions are really high, or if no compromise or negotiation can be reached, it might be helpful to take a break and come back to attempting to solve the problem or conflict later.

## What if the above strategies aren't working?

It can be helpful to seek advice or help from another person if the above strategies are not helping to resolve conflict.

## Accessing support for your mental health

For personalised support with a psychologist or therapist, you can contact us on [07 3254 0333](tel:0732540333) to request an appointment through your Employee Assistance Program. For more information visit [www.axisclinic.com.au](http://www.axisclinic.com.au)