

7.2: Deal with Conflicts

- Key Concepts
 - Identify _____ skills that are useful in dealing with _____
 - Summarize how people can be _____ of others during conflicts
 - Explain why setting a good _____ is important in conflict

Main Idea:

One way to _____ with _____ is to use interpersonal skills to resolve it. It is important to show _____ for others during conflict. People set a good _____ when they prevent or _____ conflict.

- Apply Interpersonal Skills
 - It is not always easy to _____ conflict. When dealing with a problem, you want to have the following:
 - Good communication _____
 - Self-control
 - _____
 - A good _____ to talk
- **Communication Skills**
 - Conflicts cannot be _____ without good communication skills:
 - **Listen:** Good _____ skills are essential for understanding the other side.
 - Listening can be _____ when you are upset.
 - **Empathy:** Listen with _____. You may _____ the problem faster if you can _____ the other person's position.

- **Feedback:** A misunderstanding can get in the way of _____ . Give and _____ feedback to make sure everyone understands each other.
 - **Clarification:** If you think that you are giving or receiving _____ messages in the middle of a negotiation, be sure to seek _____. Conflicts cannot be fully _____ until all parties understand one another.
- **Talk:** Negotiation and _____ will not occur if both parties refuse to speak to one another.
 - Try to use I-messages whenever _____. A you-message can seem _____ and might keep the other person from continuing the _____. Be _____, not aggressive. The best approach is to state your _____ calmly and _____.
- **Show Self-Control**
 - Resolving conflict is _____ without _____.
 - The more intense the conflict, the more _____ you need.
 - People tend to _____ control when they need it _____.
 - Focus _____ on the issue, not on the other _____.
 - Emotional Control
 - Feeling _____ is natural when someone gets between you and what you _____.
 - Annoyance can turn to _____
 - Keeping emotions cool helps you to _____, lets you use _____ and _____.
 - If the discussions gets _____, it is wise to call a _____.

- Physical Reactions

- The worst way to solve a problem is by a _____ reaction because it leads to more conflict.
- Physical reactions can cause:
 - Hurt _____
 - _____ relationships
 - More _____
 - A conflict to remain _____
- Try a constructive outlet:
 - Taking a walk
 - Lifting _____
 - _____ the house
 - Washing a _____
- Clear your mind and _____ of frustration and _____.

- **Use Teamwork**

- **Competition:**
- People who are _____ in conflict resolution, realize that no side wins unless _____ win.
- If people can work _____ as a _____, they may find a _____ that everyone can _____ with.

- **Choose the Right Time**

- It is important to select a _____ for resolving conflict. The right time is:
 - When all sides are in a _____ of mind.

- When all sides have _____ time.
- When all sides are not _____.
- **Respect Others**
 - Most people would _____ that everyone deserves _____. In an argument, however, that can be easily _____.
 - Respect is easier if you _____. Try to see people and _____ as they are.
 - You may be able to _____ a conflict by showing _____.
 - Ask yourself what you _____ and _____ in the other person.
 - **Use Respectful Language**
 - The _____ you use reflects the _____ of respect you feel for the other person. Do not use _____ or call the other person names. Such words only raises the _____ level of the conflict and can make it more _____ to resolve.
 - **Have a Respectful Attitude**
 - Treating others _____ also shows _____.
 - Conflict between _____ who know each other well can be especially _____.
 - **Vulnerable:**
 - Respectful _____ do not _____ their closeness.

- Set an Example

- A single person can set a _____. Be that trendsetter. When you resolve a conflict, you serve as a role _____ for others. You may work with _____ to spread the practice of _____ conflict resolution.
- Some conflicts can be _____.
- Many conflicts can be _____.
- If you practice your _____ skills, such as _____, self-control, _____, and being able to _____ the right time, you can be _____ when dealing with conflict. It is important to _____ yourself and others during _____.
- Make a commitment to prevent _____ or to solve it _____. This will improve the _____ of life for you, your family and friends.