Handling Conflict

Manage Conflict Even If It Means Compromise

Steps for handling conflict

1. **Prepare**
   - Give the other person an opportunity to prepare for a discussion about the conflict by arranging a time to meet in the future.
   - Plan what you want to say and practice with a friend.
   - Ensure you are calm and steady before the meeting.

2. **Tell the person what you think, feel, or want**
   - Be specific about the issue and stick to that issue only.
   - Be honest and polite without excuses or apologies.
3. **Give the other person time to talk**
   - Pay attention when the other person is speaking and don't interrupt.
   - Summarize what the person said to avoid misunderstandings.
   - If you still don't understand, ask the person to give you specific examples of what you said or did that irritated them.
4. **Discuss solutions and be ready to compromise**
   - Look for a solution where you both win.
5. **Decide on a solution together and put it into action**
   - Make a plan to use the solution and follow up to see if it is working.

What if a person is aggressive?

- Speak softly and slowly.
- Make an excuse to leave the room to give the person time to collect themselves.
- Without placing blame, suggest that the two of you should take some time to think about the progress you've made and suggest that you get together another time.

What if we can't agree?

- Agree to disagree. Even though neither of you will change your position, don't let that get in the way of your relationship as family, friends, co-workers, etc.
- Seek the assistance of a neutral person to assist both parties in a fair resolution.

Something to think about…
Compromise if it means developing win-win solutions.

Contact your local housing authority for more information