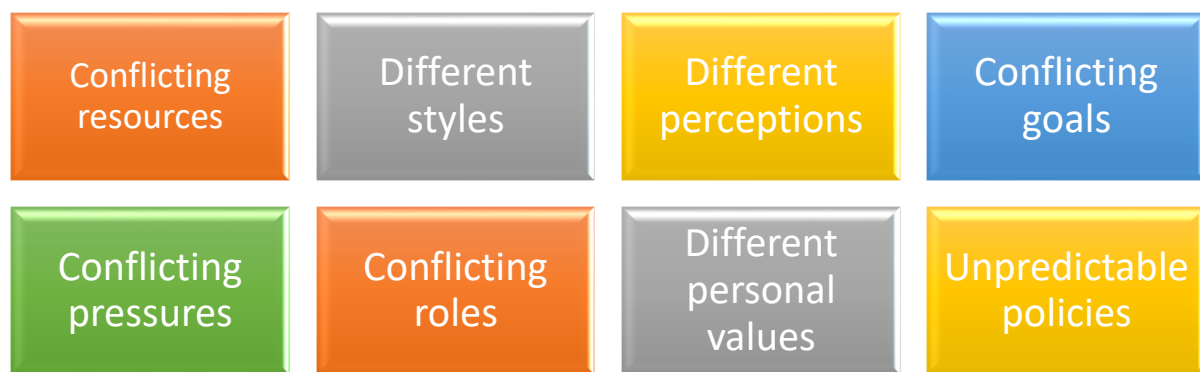


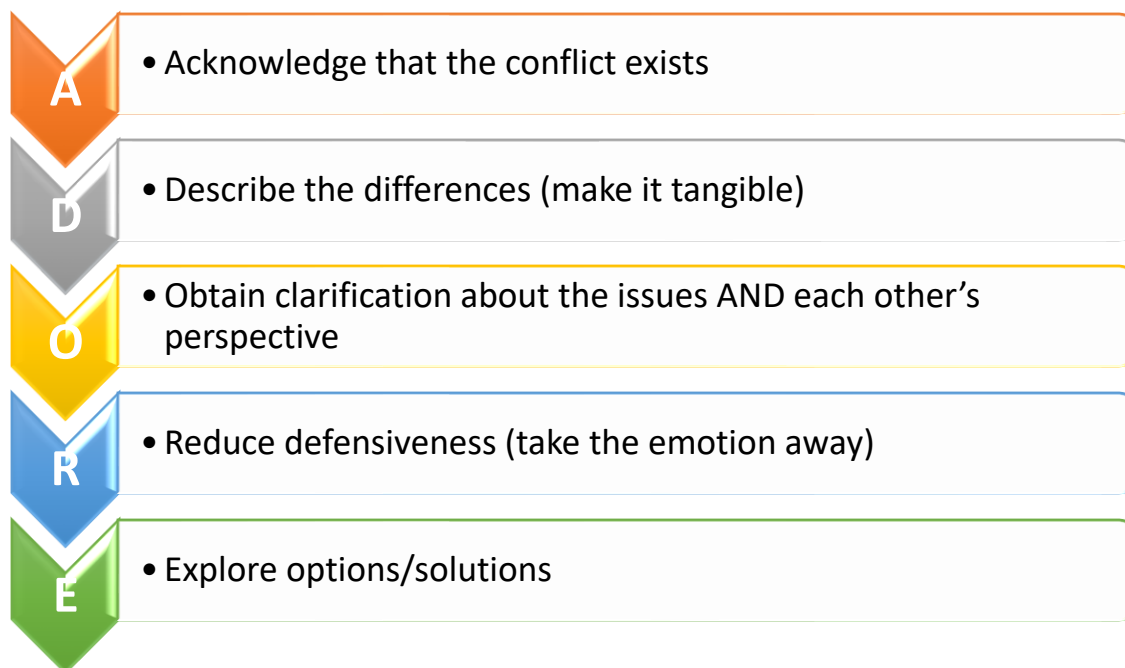


## Manage Conflict

### Reasons for Conflict



### A 5-Step Approach to Resolving Conflict: ADORE





## Conflict Resolution Skills

1. Deal with the emotional reaction before attempting to solve the problem

- Acknowledge how the other person feels and accept that it is OK to feel that way
- Apologise, if necessary, and use reflective phrases where appropriate

2. Avoid behaviour that heightens adverse emotional reactions

- Tackle the ball not the player - don't criticise the individual and stick to factual comments as much as possible
- Be a model of positive behaviour

3. Employ behaviours likely to reduce adverse emotional reactions

- Show empathy but not sympathy for the person's predicament
- Reassure the other person that their reaction is normal but do not allow them to 'wallow' in their negative behaviours

4. Recognise differences between emotions

- Don't respond to all emotional reactions in the same way
- Use your judgement and take each situation individually

5. Where appropriate, attempt to find a solution to the underlying problem

- Take joint responsibility for resolving the real problem
- Use coaching techniques to identify the underlying cause of the problem
- Where appropriate, offer suggestions for resolution yourself

6. Learn to 'actively accept' reality

- Accept that some situations cannot be resolved and that the individual must then use coping techniques to better equip them for similar situations in the future
- Encourage regular, open and honest discussions to prevent problems from escalating in the future