

DEALING WITH CONFLICT



Conflict is a normal part of any healthy relationship. Learning how to deal with conflict - rather than avoiding it - is crucial. When conflict is mismanaged, it can cause great harm to a relationship, but when handled in a respectful, positive way, conflict provides an opportunity to strengthen the bond between two people. Differing needs for feeling comfortable and safe create some of the most severe challenges in our personal and professional relationships. By learning skills for conflict resolution, personal and professional relationships can become stronger and grow.



Conflict 101



A conflict is more than just a disagreement. It is a situation in which one or both parties perceive a threat (whether or not the threat is real).

Conflicts continue to fester when ignored. Because conflicts involve perceived threats to our wellbeing and survival, they stay with us until we face and resolve them.

We respond to conflicts based on our perceptions of the situation, not necessarily to an objective review of the facts. Our perceptions are influenced by our life experiences, culture, values and beliefs.

Conflicts trigger strong emotions. If you aren't comfortable with your emotions or able to manage them in times of stress, you won't be able to resolve conflict successfully.

Conflicts are an opportunity for growth. When you're able to resolve conflict in a relationship, it builds trust. You can feel secure knowing your relationship can survive challenges and disagreements.

Unhealthy responses to conflict:	Healthy responses to conflict:
An inability to recognise and respond to the things that matter to the other person	The capacity to recognise and respond to the things that matter to the other person
Explosive, angry, hurtful and resentful reactions	Calm, non-defensive and respectful reactions
The withdrawal of love, resulting in rejection, isolation, shaming, and fear of abandonment.	A readiness to forgive and forget, and to move past the conflict without holding resentments or anger
An inability to compromise or see the other person's side	The ability to seek compromise and avoid punishing
The fear and avoidance of conflict; the expectation of bad outcomes	A belief that facing conflict head on is the best thing for both sides



Want to know more?

Assure Programs can offer you confidential support on how to best manage conflict. Call us today on 1800 808 374 to ask how we can further support your organisation with conflict management.