

Elizabeth's Top 5 Tips for Effective Conflict Resolution

1. Don't allow for knee-jerk reaction!

Take your time to answer any type of attack. This may mean to count to a thousand; do 25 push ups; call a loved one or friend to just vent; walk away; whatever it takes. IT IS OK TO ASK FOR TIME OUT!

2. Ask yourself why are you in this situation?!

It takes two to tango. Before getting mad about the other person's actions, ask yourself, "How could I have contributed to this situation?" Keep an open mind.

3. Do Active Listening!

Yes, we all think we do listen and understand. However, in the majority of cases we are already lining up our questions/comments before the other person stops talking. Remember we listen faster than we speak. Next time, make sure you are completely paying attention and allow 10 seconds of silence before you provide an answer.

4. Be professional!

Follow the "take the high road" approach when dealing with anything and anybody. This means don't snap or join in the gossip mill. It may feel great to vent or offer up your opinion to anyone who will listen to your "side" -- but in today's social media world, there is nothing that is off record.

5. Relax!

Conflict resolution is a marathon and not a sprint. It takes time, practice and patience to really become an expert. Enjoy the ride and practice all the time.

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