

## **Tips on How to Deal with People in Conflict**

- Listen—reflect what you heard to ensure you didn't overlook anything
- Stay calm
- Reflect respect toward the other person
- Model neutral language
- Be mindful of distractions: internal and external noise
- Separate the person from the problem
- Avoid returning anger with anger
- Avoid acting defensively
- Avoid saying "I understand" (Try: "Tell me more so I can understand better")
- Set limits and boundaries (Although listening and staying calm are helpful, you may need to be assertive)
- Remember to breathe. Take a deep breath before responding
- Think in terms of proactive instead of reactive
- Debrief-take time to process the situation

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