

- Share your intent
- Acknowledge your contributions to the conflict
- Invite problem solving together

Information in this brochure is not a substitute for professional consultations. If you need or believe you could benefit from more assistance you may want to contact a mental health professional, health professional, , and/or other professional.

4. Problem Solve Together

- Summarize Each Person’s Perspective
- Identify Common Ground and Goals, Points of Agreement
- Weave both of these together with AND statements

Difficulties Effectively Using These Strategies? Want more information?

Consider other services and resources from....

“You thought this AND I thought that” or “You would like this AND I would like that” and “We both....”

- Brain storm Options for Solutions that take into account at least Some Needs of Both of you
- Evaluate the options

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Avoid These Pitfalls...

Your viewpoint is Right or Reality

A stance of Right-Wrong, Win-Lose

Strong Emotions Distort Perceptions

Debate, Proving Wrong, Criticism, Interrupting, Mindreading Intent

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CONFLICT RESOLUTION AND NEGOTIATION

How to Manage Yourself

And Navigate

Difficult Interactions

Prepare Yourself before the Conversation...

1. Realistic Perspective

- You and the other person have different feelings, needs, histories, values, and points of view
- This is a normal part of life with other people
- No one point of view is “Truth” but each is part of the Whole Picture
- Each person’s feelings and perspectives deserve respect
- Respecting differences does NOT imply agreeing with them
- Take a stance of learning and understanding in order to reach a mutually acceptable outcome

2. Manage Your Emotions

- Challenge the mindset that you are personally being threatened to reduce your defensiveness
- Soothe strong feelings

***See Soothing Emotion Brochure*

3. What Information Do You Have?

- Your thoughts and feelings (admit to yourself these are likely colored by your history, sensitivities, and concerns about your identity)
- Your view of how the circumstance(s) impacted you
- Your contributions to the conflict (blaming, judging, mindreading, assumptions, avoidance, are a few)
- Your understanding of the other person’s perspectives, feelings, issues, and contributions to the conflict

4. Consider and Clarify Your Goals

- Can you change something yourself without involving the other person?
- If you address the issue with another person, what specifically are your needs, concerns and end goal? (Try to focus on objective behaviors)
- What are you willing to offer as part of getting some of what you want?

The Conversation...

1. Getting Started

- State your concern in a neutral way
- Acknowledge you each have different viewpoints
- Share your purposes and goals
- Invite the other to discuss the situation and problem solve together
- This approach encourages the other’s cooperation and collaboration rather than being your adversary

2. Listen for Understanding

- Monitor your Nonverbals
- Use Active Listening
- Reflect feelings
- Summarize points of view
- DO NOT debate or defend

***See Communication Skills Brochure*

Understanding Does NOT Imply Agreement!!

3. Communicate About Yourself

- “I” statements about your view and feelings