

## **YOUR ROLE IN RESOLVING CONFLICTS**

Be a role model. Use appropriate communication tools like reflective or empathic listening, validation and “I” statements.

Keep calm. This attitude will reflect onto others.

Stay neutral. Don’t take sides. If you are unable to do this, you are the wrong person to participate.

Don’t put anyone on the spot. They will get defensive and the process will fail.

Show empathy. This encourages people to talk and express feelings.

Be flexible. Take a moment to think, if necessary, before you speak.

Assure confidentiality. Don’t leave the meeting and talk about it with others.

Stay in control to help the people come to a result they feel good about and which can work.