

Conflict resolution

Five steps to handle conflicts

1. Pay attention to emotions and attitudes

- a) Admit that you may have negative emotions due to the conflict and need to calm down, for example, by taking deep breaths.
- b) Respond to the other party with a reasonable and appropriate attitude enable us to resolve conflicts in a positive and cooperative atmosphere.
- c) Avoid bringing up old issues and personal attacks.

2. Understand your own needs

Recognise the problem and avoid unnecessary arguments. You may consider:

- a) What do you want most?
- b) If you insist on not giving in, what will you lose?
- c) What concessions can you make?

3. Understand the other parties' needs

We can objectively approach the issue from the other parties' perspective, allowing ourselves to have a more comprehensive understanding of the whole situation. Try to put ourselves in their shoes, consider their feelings, and think about the following questions:

- a) What do the other parties want most?
- b) What concessions can they make?

4. Find mutually acceptable solutions

Try to let go of stubbornness and both parties actively propose constructive ways to meet each other's needs.

5. Review

- a) Review the entire conflict event and its resolution process. Under what circumstances will the conflict be alleviated or intensified? What are our gains and losses in the event?
- b) If our words and actions have offended the others during the conflict, we should have the courage to apologise and take responsibility.

Principles for handling conflicts

1. Appropriate timing

- a) When both you and the other party have calmer emotions and better mental state (e.g. avoid times when we are tired).
- b) Find a suitable environment: a more private setting that does not disturb others and will not be disrupted by others.

2. Mutual respect

- a) Focusing on the issue rather than the people involved can prevent the conflict from escalating to personal attacks.
- b) Make the others feel that their opinions are being noticed and understood.
- c) Prevent damage to the relationship, allowing everyone to still have the opportunity to communicate.

3. Continuous attempts

In real life, conflicts will occur, and they may not be completely resolved at once. However, as long as students try different solutions, there will always be a chance for reconciliation.