

# CONFLICT RESOLUTION

There is one thing you can be sure of, if you hang with people long enough, there is going to be an argument of some sort. This is what we mean by conflict. Hopefully, the conflict never escalates to be a full-blown fight. So we have to accept that sooner or later there will be a conflict. It strikes me that we should probably be ready for it and have a plan to try to get it resolved.

## FLIP OVER FOR YOUR NEXT CHALLENGE



### EARN THIS NUGGET

- Over the next week, try these principles to resolve any conflict, no matter how small. If it works for the small stuff, chances are it will work for the big.
- Report back to your parents how things went with conflict resolution and get their advice to make it even more effective next time.

LEVEL F

B-6

- First step, if things are getting heated, walk away for a while. Sometimes a cooling down period can be really helpful.
- Speak softly. There is a tendency in a conflict for each person to get progressively louder and angrier. On the other hand, there is a wise old proverb that says, "A soft answer turns away wrath."
- Try to understand the issue from the other person's perspective. The chances are that, unless they are totally mean spirited, they have a good reason for feeling the way they do.
- Bring in someone older and wiser than both of you who would be neutral to the situation and let them help you get resolution.
- Apologize. And when I say apologize, I mean take responsibility for the situation. Let the other person know you regret the situation and ask for their forgiveness. This can be tough, but swallowing your pride can go a long way to reconciliation. Also, you'll usually find that if you apologize, so will the other person.
- Look for a good solution that can work for everyone.

These are some basic steps. As long as the person that the conflict is with is a halfway decent person, taking a restrained, reasonable approach will usually create positive results.

