

Create Your Plan

Use this summary of the Conflict Resolution presentation to create a personal action plan for the next time you find yourself in conflict.

Active Listening	Communication	Problem Solving
<ul style="list-style-type: none">• Use encouragers• Open body• Repeat back• Summarizing• Paraphrasing• Mirror the speaker• Reflection• Balance silence with questioning skills	<ul style="list-style-type: none">• Share feedback• Volume and clarity• Positive verbal and nonverbal communication• Use "I" statements and avoid blaming the other person• Make requests instead of complaints• Avoid defensiveness	<ul style="list-style-type: none">• Check your intentions• Identify the problem• Get creative• Take action• Exit now, talk later