



OLLSCOIL NA GAILLIMHE
UNIVERSITY OF GALWAY

CT 3112 - PROFESSIONAL SKILLS – Communication in the workplace – Dealing with conflict

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Nobel Peace Prize





Conflict resolution:

key steps for avoiding conflict and effectively resolving it when necessary





1. Identify the root cause of the conflict

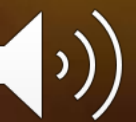




2. Encourage open communication



3. Focus on common ground



4. Brainstorm solutions



5. Choose the best solution





6. Follow up





Principles of dealing with difficult behavior





Remain calm





Listen actively





Show empathy





Avoid Blaming





Identify
Underlying
Concerns





Collaborate





Maintain
Boundaries



Dealing with conflict

- Get control of yourself
 - listen to the other person, do not interrupt
 - don't react or argue
 - buy time to think
- Reduce the defensiveness of the other person
 - defuse any hostility
 - listen actively
 - avoid blaming
 - do not automatically reject what they say
- Now address the issue
 - identify underlying concerns or interests
 - restate or paraphrase the problem in terms of concerns and issues, show you understand
 - invite or tempt the other person to work with you on finding solution



Thank You



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