

Tip sheet

Working through conflict

When we have differing views to others and the issue is meaningful to us, we can become emotionally charged. It's important to recognise those feelings within ourselves, so we can communicate our needs in a healthy and constructive way.



Responding to conflict

Emotions

Allow your own emotions to settle before tackling the issues. You may want to get some help to do this before moving forward.

Use personalised statements

Own your feelings with 'I' statements. When we develop the courage to say to someone, 'I feel wary of your angry tone...' we are overcoming our own fear in that moment. Often the person who has upset you will be unaware of the impact of their behaviour. Shouting at them out of the blue is likely to make them feel that you're attacking them, and they could defend themselves by shouting back.

Be direct but polite

When there are conflicts, try communicating directly but politely with the person involved without blaming them. In the event this makes things worse, let the person know as calmly as possible that you intend to ask for assistance to work these issues out.

Avoid labelling them

Address their behaviour, not their character. For example, 'I feel unsafe when you act in a childish way,' rather than 'You're a childish person who winds me up.'

Ask a third party

Talking with someone neutral, such as a Vitae counsellor, can give you fresh insight from a more objective position.

At the end of the day, it's best to not let anger boil over at work – whether it's ours or someone else's!

Contact

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