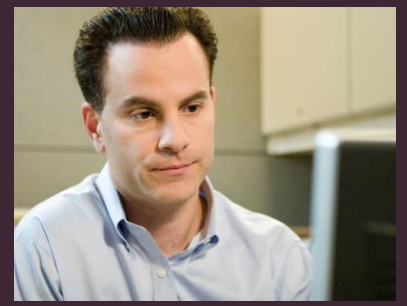


# Conflict Resolution Steps: CALM

## CLARIFY THE ISSUE

- Ask yourself Conflict Clarification Questions, such as “What am I upset about?”, “Have I contributed to the problem?”, and “If I was the other person, how would I want to be approached and dealt with?”
- Plan what you’re going to say and practice saying it aloud.



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## ADDRESS THE PROBLEM



- Begin with your planned opening (avoid using phrases that start with “you.”)
- Describe the issue:
  - What happened
  - How it made you feel
  - How it has negatively affected you and others

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## LISTEN TO THE OTHER SIDE

- Be open to the other person’s concerns
- Never interrupt
- Ask questions for clarification
- Paraphrase what you’ve heard
- Make sure your body language shows you’re listening



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## MANAGE YOUR WAY TO RESOLUTION



- Gain agreement that a problem exists
- Identify each others’ needs
- Explore win-win solutions
- Agree on a course of action and how to handle missteps

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