Managing Conflict


**Assertion without aggression: The clear message format.**

**Behavior:**
Describe event without interpretation
Describe problem without emotive language.
Objective in tone
WHAT HAPPENED.

**Interpretation:**
"I thought".
Subjective tone.
HOW YOU SEE.

**Feeling:**
"I felt"
Adjectives that accurately describe your feelings.

**Consequence:**
What happens to you.
What happens to the person you are addressing.
What happens to others.

**Intention:**
Where you stand on the issue.
Requests of others.
Description of how you plan to act in the future.

**Steps in Win-Win Problem-Solving**

- Identify your problem and unmet needs.
  - The problem is yours; what are the unmet needs that make you feel the way you do?
- Make a Date
- Describe your problem and needs.
- Partner checks back:
  - Make sure you have been understood—feedback.
- Solicit partner’s needs
  - Check your understanding of partner’s needs.
- Negotiate a solution:
  - Generate a number of possible solutions.
  - Evaluate them.
  - Decide on the best solution.
- Follow up the solution.