

Conflict resolution and communication skills.

Conflict happens. Here's some tips to help you resolve conflict fairly and effectively:



Be direct.

Speak calmly and clearly. Make sure you stay on topic.



Choose a good time.

Be aware of what the other person is doing, thinking or feeling. Be flexible and try to find a time that works for both of you. Finally, be patient - sometimes it's better to wait for the right time.



Plan ahead.

Planning what you're going to talk about helps you ask better questions and have a more productive conversation. Think about what you want to say, maybe even write it down.



Play nice.

Don't blame or name call.



Share information.

Sharing information can help make your point, but don't overwhelm the other person.



Listen!

Listening - really listening - can help break down barriers. Show them that they are heard and understood.

Using these strategies will help resolve conflict situations and result in a better outcome for everyone involved



Peer Support

Good communication is important to building relationships with your peers. Here are some ways that you can demonstrate good communication skills:



Use positive body language:

- An open stance
- Being mindful of how you hold your arms
- Making appropriate eye contact
- Using active listening techniques such as nodding, acknowledgments etc.
- Ensuring that your body language reflects your verbal language.



Ask open-ended questions:

- Beginning sentences with “what”, “when”, “why” or “how”
- Avoiding questions that have a yes/no answer
- Trying to connect with the person based on their answer
- Making sure you listen to the answer.



Don't solve problems for them:

- Work with them to really identify the issue at hand
- Let them come up with possible solutions and ways to carry them out
- Help them understand why a potential solution may have negative consequences
- Try and use open-ended questions to let them think through their responses.



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