

Effective Conflict Management

1. **Consider it an opportunity:** Shift the lens through which you view conflict. By adopting a positive outlook on confrontation, you'll discover that every conflict is a new opportunity for both the other party and you to grow, develop and learn. Furthermore, a conflict also shows how deeply two (or more) people care about the issue at hand, conflict shows passion and it shows how they are willing to fight for the best solution/ method of work etc. It's important to identify what the opportunity is in a conflict situation, because you never know what kind of details or growth opportunities you might come across.
2. **A culture that encourages giving and receiving feedback:** A good way to manage conflict is to create a culture that encourages people to give and receive feedback. In the previous section we covered some tips on how to give good feedback, the way this might be useful in managing conflict is that it allows unpleasant truths to trickle out gradually and fosters a sense of camaraderie and understanding, in turn reducing the risk of future conflicts.
3. **Engage productively using storytelling.** Before any confrontation, consider that the other person may be right from the beginning and question your own opinion. When you do present your concerns, start with storytelling if you can, rather than headlining with any abrupt, premature summaries of your stance on the matter(s) at hand. We experience our lives through stories, which are entertaining and engaging. Make your case and then create space for the other person to process and respond to you, and truly listen to them.
4. **Resist jumping to conclusions and remain inclusive.** Prevent problematic behavior from escalating beyond repair by taking swift action, but do not jump to conclusions before reaching a full understanding of the situation. Assume positive intent to immediately activate a spirit that diffuses the situation. In the case where you are acting as a mediator, try to be inclusive, unbiased and listen to both sides of the story before you jump to any conclusions yourself. Both parties should not feel as though you are taking one side in particular.

5. **Try to tackle the conflict in person and as soon as possible:** It is best to try and find out the root cause of the conflict and resolve it as soon as possible, do not wait around for the problem to escalate. It is also advised that you try and have an in-person meeting, rather than anything over written communication. Effective conflict management will require real-time awareness of the facts and your undivided attention

Source: [Five Conflict Management Strategies](#), Forbes