Communication in Conflicts and Confrontation

Things to remember if you are feeling angry:

- Take time to cool off
  - Process the information and why you are feeling angry at the person or situation
- Use “I” Statements
  - Talk about yourself first
  - “I feel frustrated…” makes the listener feel less defensive
- Be descriptive
  - Let the person know exactly why you are feeling angry
- Avoid Judgments
  - Using words such as “better” “worst” or “should” makes people more defensive and forget about the real issue
- Remember that everyone has different conflict management styles
  - Try to be sensitive if the person doesn’t like confrontation
  - Know when to be less or more aggressive based on the personality of the person you are speaking to
- Make the issues into a conversation
  - Ask them questions to get their perspective