

Providing  
Communication Strategies  
That Work For You



### Rank your conflict resolution skills

On a scale from 1 to 7 with 1 being “Never” and 7 being “Always” [realizing of course that those words and this scale is subjective], how often do you ....

	1	2	3	4	5	6	7
1. Calmly approach the other person to resolve the issue?							
2. Are able to get to the heart of the conflict? Quickly?							
3. Have a structure, a process, to follow when addressing conflict?							
4. Refuse to share your perspective and listen to theirs?							
5. Understand what happens to your body when you engage in conflict?							
6. Know the underlying reason <i>you</i> are in conflict?							
7. Know what constitutes conflict for you?							
8. Realize that conflict for you may not be conflict for others?							
9. Give in to conflict because you don't want to face it?							
10. Not totally resolve conflict, and just let the ill feelings fester?							
11. Frame the conflict objectively, not emotionally?							
12. Know which part of the conflict circle you are in, and why?							
13. View conflict as a win-lose situation?							

If you answered higher to questions 1, 2, 3, 5, 6, 7, 8, 11 or 12, and lower to questions 4, 9, 10 or 13, your conflict resolution skills are very good. Congratulations and keep up the good work!

If you answered lower to questions 1, 2, 3, 5, 6, 7, 8, 11 or 12, and higher to questions 4, 9, 10 or 13,, your conflict resolution skills may be missing the mark. Several things you can do immediately to improve:

- Be aware of your words and actions – are you encouraging the conflict?
- Know how you want the conflict to end ... Do you just want to be heard? Do you want an apology? Do you want to have things done your way? Do you want the other person to accept your perspective?
- Notice when the other person's defenses rise and they stop thinking rationally. That's the time to take a break.
- Listen to your inner thoughts ... what situation is your mind referencing? Is it something that happened in the past that you are reacting to, or is it that the other person has activated your emotional triggers?

For more ways on increasing your conflict resolution skills:

- [Sign up](#) for Shari's newsletter
- [Contact Shari](#) for information on her 1-on-1 mentoring programs and hands-on workshops. Other individuals and companies have had positive results after working with Shari.