

## CONFLICT RESOLUTION STRATEGIES

### Win-Win Strategy

Cooperative strategies should be preferred to ensure an environment of tolerance in resolving potential conflicts between individuals. Communication should be supported to reach a constructive and positive compromise that focuses on the common good between the parties to the conflict.

Constructive conflict resolution strategies that support interpersonal cooperation and communication include tactics such as encouraging confrontation, seeking opportunities for compromise, mutual trust and respect, seeking solutions for the common good, and developing an empathic attitude towards the other. People who prefer structure strategies in relationships may consider conflicts as an opportunity for both parties to fulfil their needs. Therefore, people who prefer the "win-win" strategy in conflicts strive to move from a destructive conflict process to a constructive communication.

### Tactics for Conflict Resolution

#### 1. Active Listening

Listening to the other person in a superficial way is different from active listening. Active listening is not a simple biological act. It involves consciously paying attention to any verbal or non-verbal message of the other person, as well as thinking and interpreting the message. Active listening is essential for a constructive solution in conflicts. Only in this way can the other party be understood and a common solution can be reached.

#### 2. Writing about Conflict

Speaking is not the only way to communicate. One of the important elements of the communication process is writing. Writing about the conflict situation allows the individual to deepen their own thinking, to analyze their own thinking and to express their feelings more clearly. In addition, writing can provide insight to reveal unrecognized feelings and thoughts. When the writings of the parties on the conflict are read, the conflict situation is clearly understood. When clarity is achieved, it will be easier to reach a solution.



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### **3. Role Playing**

Another highly effective tactic for resolving conflicts is role-playing. Through role-playing, the feelings and thoughts of the other party can be understood much better. This experience develops empathic thinking skills. It also allows the individual to see their own point of view from different perspectives and to recognize the flaws in their argument.

### **4. Being Curious**

Another tactic in resolving conflict situations is to ask questions. Often people tend to make assumptions and judgments about the other person without giving them the opportunity to explain why they feel or behave in a certain way. By actively asking questions of the other person and using the active listening strategy mentioned above, a solution can be reached by genuinely accepting and working through their answers.

### **5. Empathizing**

Another way to resolve conflict is to turn to one's own inner world. Showing compassion and empathy towards the other person is the first step towards a healthy relationship. In this step, the individual is expected to put themselves in the other person's shoes and try to see the world through their eyes. For this, they should ask "Why do they behave the way they do? What would I do if I were in their shoes?"

### **6. Using "I Language"**

The choice of words used is very decisive for the parties' perception of each other.

People generally tend to use 'you' rather than 'I' expressions. In this case, the responsibility for the action or emotion felt will be placed on the other party. Communication mistakes can be avoided by using "I language".

### **7. Recognizing and Respecting Differences**

Often the root cause of interpersonal conflicts is that people refuse to accept each other's differences and impose their own views on the other person. It is a serious communication failure when people tend to impose their own views on the other person violently. Constructive communication recognizes that different people have different ideas about certain things and finds common ground that works for both parties.

### **8. Acknowledging and Avoiding the Problem**

In a healthy communication, no one wants conflict and avoids conflict. Although this avoidance may seem to work in the short term, it will lead to problems in the long term.



When a problem is avoided for a long time, the intensity of the problem will start to increase. A problem that starts as a small problem in communication has the danger of turning into a big and more difficult to overcome problem if it is not solved. Therefore, instead of avoiding conflicts, it is important to accept conflicts as they arise and resolve them constructively

### 9. Confronting the Situation, Not the Person

People tend to see disagreements and conflicts as the responsibility of other people. In this case, accusations are directed at the other party. In this communication error, the communication process does not work towards finding common ground or a solution, but the other way around. To overcome this, it is necessary to focus on the discussion and the conflict and not on the person. Focusing on common ground for conflict resolution supports constructive communication.

### 10. Johari Window

Another technique that helps people to better understand themselves and their relationships with others, and to resolve conflicts, is the Johari window. By asking for feedback and opening oneself to the other, the areas of communication will become transparent. In this way, a constructive communication process will be carried out to resolve conflicts.

