

Mindful Conflict Resolution

There are four key strategies that can help navigate difficult conversations and reach mutually beneficial solutions. By incorporating these four strategies into conflict resolution practices, individuals can effectively address conflicts and foster positive working relationships.

The Top 4 Strategies to Conflict Resolution

Active Listening

- Be fully present in the conversation
- Show interest by practicing good eye contact
- Notice and use non-verbal cues
- Ask open-ended questions to encourage further responses
- Paraphrase and reflect back what has been said

Solution Focus

- Gather information on the conflict
- Understand its origins
- Consider each perspective
- Identify underlying concerns
- Clarify employee roles and workload
- Establish a solution

Adaptation

- Match vocabulary to the listener
- Vary tone to fit the situation
- Show empathy for the other person, instead of criticism
- Adhere to clear, concise, and assertive communication

Circle Back

- Use breaks if a conversation gets too emotionally tense
- Take time to follow up after a resolution has been found to ensure success



Staying calm is imperative in order to overcome any conflict. Use the 4-7-8 breathing technique whenever you need to calm yourself. It is recommended to practice this technique for a full minute to receive its full benefits.

4 Close your mouth, inhale through your nose to a mental count of **four**.

7 Hold your breath for a count of **seven**.

8 Exhale completely through your mouth to a count of **eight**.

