

HELP, WE HAVE A CONFLICT!

GOAL ENGAGING IN A WIN-WIN CONVERSATION IN CASE OF CONFLICTS

Conflicts are unavoidable; sometimes situations arise that are no longer okay for one or more parties involved. You probably recognize such situations; they feel unpleasant and keep running through your mind. Such situations can have a positive effect if resolved properly: "No friction, no shine." The following steps can help you to achieve that "shine," since the goal is that everyone involved feels like a winner in the end.

Beforehand: Conflicts can evoke many emotions; if necessary, use Tool 7. "I keep dwelling on things in my head!" Ask someone to mediate the conversation in case the conflict tends to escalate.

- 1 *Identify the problem and determine the needs of those involved by letting everyone share their perspective; deepen those perspectives by questioning and avoid assumptions.*
- 2 *Brainstorm together to come up with possible solutions without commenting on the options presented.*
- 3 *Together, evaluate the solutions for feasibility for all involved; there may be multiple suitable solutions.*
- 4 *Together, choose a solution that is acceptable to all involved and develop a concrete action plan.*
- 5 *Implement the chosen solution and, when possible, celebrate each step forward.*
- 6 *Evaluate together to what extent the chosen solution has succeeded or not.*

If necessary, the step-by-step plan can be repeated until everyone feels like a winner.



SUPPORTING OTHERS

Take the time for any feelings that arise; they're allowed to be there. Focus on understanding the perspectives of those involved and, if needed, help to articulate these perspectives.

Ensure that everyone involved can share their perspective without being interrupted; emphasize that every perspective is relevant, as that is how the situation is experienced by that person.

Dare to think outside the box during brainstorming (Step 2); perhaps bring in humorous solutions that may not be feasible to introduce some comic relief into the conversation.

Pay close attention to the body language of those involved when evaluating and choosing a solution to ensure that everyone truly supports the chosen solution.

Try to focus on what goes well during the implementation of the solution and don't be alarmed if something goes wrong. Change processes take time and energy, and setbacks are part of it; encourage perseverance.

Address the behavior of those involved if necessary, but use an "I-message": "I + feeling + behavior that caused this feeling."

Source:

Sipman, G. (2014). *Professioneel pedagogisch handelen: Omgaan met probleemgedrag in opvoedingssituaties* [Professional pedagogical action: Dealing with problem behavior in educational situations]. Coutinho.