

1) ***Be an active listener.*** Up your listening and communication skills and listen to those you pass paths with. Be open to thoughts and ideas and communication styles, even when they make you boil inside. "Walk a mile in their shoes"; is a mindset that may give better insight as to how someone else is or is not handling life... as they perceive it, not as your reality shows it to be.

2) ***Define acceptable behavior for yourself and others.*** Create a supportive, open minded environment while being true to yourself. Are you part of the "herd" going along with whatever or independent and able to engage in healthy differences of opinion. Are actions or attitudes that wouldn't be tolerated in an in-person setting, in a group (or in the workplace) tolerated in other settings, be they remote on a computer screen or in a group during a peaceful protest.

3) ***Find common ground.*** When conflict is "unchecked" it can run amuck especially if someone is distracted or off topic. Look for ways in which you share common ideas and ideologies or where you can get "buy-in" and commitment for acceptable behavior when the situation requires an "agreement to disagree".

4) ***Positive Reinforcement.*** In almost any relationship, conflictual or not, it's easy to focus on the negative, the shortcomings, and the things that are done wrong. What is the ***solution***? Can the solution become the focal point? Can the focus be on what is going right instead of what is going wrong? Can credit be given where credit is due? Is there an opportunity for grace and acceptance instead of intolerance and impatience? What positive reinforcement can be given?

5) ***Conflict is an opportunity for all involved.*** When disagreements or lack of communication take place (and they will!), there is an inherent opportunity for growth and change for and by all involved. It is frequently the ***Resistance*** to that growth and change that brings about rebellion and conflict. Conflict is necessary for change...the forward thinkers want to move ahead quickly, the naysayers don't. Conflict and conflict resolution is a process and the process is painful...but the application of creativity and innovation in addressing the conflict, sometimes quickly, sometimes slowly, will always allow a solution to materialize, if we are open to it.

Got a conflict that you need help with, have some advice to share, send your comments to Brigid@BrigidDuffield.com and it may be in a future "Blast"

Happy Labor Day!!!

"If we manage conflict constructively, we harness its energy for creativity and development."

-- Kenneth Kaye, American psychologist

"Bravery is the choice to show up and listen to another person, be it a loved

one or perceived foe, even when it is uncomfortable, painful, or the last thing you want to do.”

-- Alaric Hutchinson

The Law Office of Brigid A. Duffield, P.C. wishes you a peaceful, productive, and a "manageable" conflict September!

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