

# CONFLICT RESOLUTION AT HUMBER RESIDENCE

## 5 STEPS TO MAKE IT!

### 1) UNDERSTANDING THE CAUSES OF CONFLICT



Some common causes are;

- Shared living space
- Bathroom
- Kitchen
- Common room
- Academic Anxiety
- Bullying

### 2) SEPARATING THE PEOPLE FROM THE PROBLEM

To resolve the conflict it is very important,

- Identify what the problem is
- Separate the persons from the problem.



### 3) UNDERSTANDING YOUR CONFLICT STYLE



It is important to know your conflict management style before resolving any conflict. There are 5 different ways people deal with conflicts, and they are;

- Competing
- Collaborating
- Compromising
- Avoiding
- Accommodating

### 4) MANAGING EMOTIONS & TRIGGERS

Everyone has different emotions and different triggers in a conflict. so it is very important to manage them. some ways to manage emotions and triggers are;

- Identifying the emotion/trigger words
- Acknowledgement of the emotions without triggering them
- Deescalating the emotions



### 5) RESOLUTION: GETTING TO YES



- Create different options that would work for all.
- Test those options.
- Go back to the drawing board, if needed.

