

# Training for Conflict Resolution



COMMUNITY TOOL BOX

[ctb.ku.edu](http://ctb.ku.edu)

[communityhealth.ku.edu](http://communityhealth.ku.edu)

# What is Conflict Resolution?

It is a way for two or more parties to find a peaceful solution to a disagreement.



COMMUNITY TOOL BOX

[ctb.ku.edu](http://ctb.ku.edu)

[communityhealth.ku.edu](http://communityhealth.ku.edu)

# Why should you resolve conflict?

- To come to an agreement that benefits all parties.
- To understand more about those whose ideas, beliefs, and backgrounds may be different from your own.
- To ensure that your relationships with opponents continue and grow.
- To find peaceful solutions to difficult situations.



# Steps for Conflict Resolution:

- Understand the conflict.
- Communicate with the opposition.
- Brainstorm possible resolutions.
- Use an impartial mediator.
- Explore alternatives.
- Cope with stressful situations and pressure tactics.
- Choose the best resolution.

