

CONFLICT-MANAGEMENT

Don't Be Afraid of Conflicts – The 10 Golden Rules

Conflicts are unavoidable in private and in business life. Those who attempt to avoid them automatically find themselves with new conflicts. It is better to be prepared, for handling conflicts is easier than you think if you have mastered a few rules. The following are the 10 golden rules for dealing with conflicts, by courtesy of Susanne Fiss-Quelle.

1. Be True to Yourself.
2. View Conflicts Positively.
3. Prepare for Your Discussion of the Conflict.
4. Ensure a Suitable Atmosphere.
5. Address Conflicts as Quickly as Possible.
6. Send „I“ Messages and be As Concrete As Possible.
7. Argue Constructively.
8. Strive for a Win-Win-Solution.
9. Be Consistent.
10. Change Your Perspective.