



# From conflict to resolution

It's HOW we communicate when we find ourselves in a difficult or conflict situation with another person that's key to moving from conflict to resolution.

The culture of blame can be all pervasive but if we practice communicating with compassion, we can radically change the outcome.

Too often we blame the other for the conflict, argument or issue, leading to further conflict. However, we cannot change others (even though we often try), only ourselves. In any interaction each person has to take responsibility for their own behavior, thinking, reactions and feelings. This insight and understanding can completely change the outcome of how we communicate.

When we communicate with compassion, we deepen the connection with the other person and with ourselves.

Here are some tips for communicating with compassion:



## 1. Awareness

Become aware of your thoughts and feelings in a difficult situation. Notice how your body feels.

Ask yourself: *“What am I so angry or frustrated about? What’s really going on for me here? What has not been met for me, what’s lacking?”*

## 2. Events

What happened? Once you have clarity about what's going on for you, express this by staying in the first person (not you make my feel..), so as to not make the other person feel under attack, even if that is not your intention. It's also crucial to describe the situation non-judgmentally by sticking to the 'facts'.

For example: *“When you went ahead and invited our friend for dinner without talking to me first, I felt annoyed and upset”*

## 3. Needs

Recognise what it is you need. E.g. What I need most or long for is understanding, clarity, honesty, time to talk, space, support etc. Some other universal human needs are: connection, love, acceptance, respect, communication, collaboration, harmony, community, consideration and kindness.

For example: *“What I most needed in this situation was to be considered.”*

## 4. Make a request

It's always helpful to make a request or suggestion so that both of you know what you might want to do differently next time.

For example: *“Would you mind checking in with me before you invite friends for dinner?”*

