

# Diffusing Conflict:

These easy steps help you effectively examine the ways in which you can deal with a conflict, or situation, that a person may bring your way. This '**LEARNER**' model has been adapted from the Health Care sector.

## 1. Listen:

When listening, ensure that you are actively listening to what is said, without prejudice. Also consider the nonverbal cues that you may be receiving. Sometimes the most important messages are those which are not verbally communicated.

## 7. Reflect:

Take time to think about what you may do differently in the future with your interactions with others.

## 6. Evaluate:

Look at how you handled the situation afterwards.

- How do you feel you handled it?
- Did you feel you listened to everything the other person delivered?
- Was there anything you may have done differently?

## 2. Explain:

Explain your perception of the problem, and refer back to what they have said. This may involve paraphrasing the problem to ensure you have a full understanding of the situation at hand. Feel free to elaborate details that are important to address.

## 5. Negotiate:

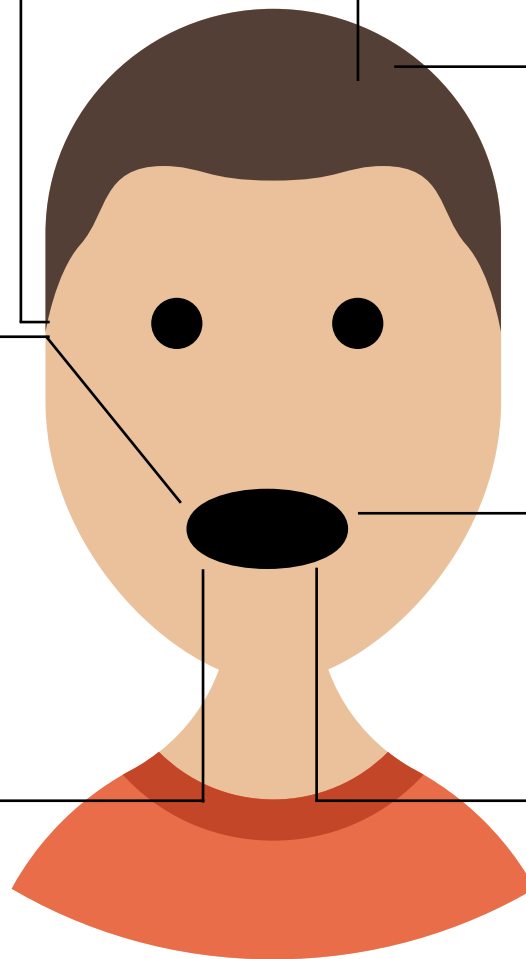
Negotiate the final solution and ensure that both sides are in agreement with the decision.

## 3. Acknowledge:

Acknowledge and discuss differences and similarities between what the person feels about a situation or topic, and what your perspective may be. This shows that you have genuinely heard their perspective and that you care.

## 4. Recommend:

Recommend a solution. Encourage them to also share their perspective on how a solution may be met. When you include them in the solution, you are more committed to following through with it.



**“ Always walk through life as if you have something new to learn and you will.”**

-Vernon Howard