Quick Tips for Conflict Resolution

**Remember**

- Everyone deserves respect. Be hard on problems and soft on people.
- It’s not what you say, it’s how you say it. Stay calm and open-minded.
- Use “how” statements to reach a resolution.
- Avoid any communication that could be interpreted as judgemental.

**Do**

- Be mindful of what is not in your control and focus on the things that are.
- Everyone is doing their best. Listen to and get curious about other perspectives.
- Use “I” rather than “you” statements.
- Avoid bargaining for a certain position. Focus on why you want something, not what it is.
- A genuine apology goes a long way. If you realize you have hurt someone, don’t be afraid to apologize.
- Watch out for facts vs. stories, and avoid solidifying stories into facts.

Questions?

www.provost.gatech.edu/reporting-units/conflict-resolution-ombuds