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Pamphlets Available in This Series

Understanding ...

Anger
Bereavement
Decision Making
Depression
Disaster
Loneliness and Friendship
Self-Esteem
Stress

Canterbury

District Health Board

Te Poari Hauora o Waitaha

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Community & Public Health
(A Division of the Canterbury District Health Board)

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June 2004
Code: MNH0003
Authorised By: Administration Manager (C&PH)

understanding

conflict



Understanding Conflict

- * Conflict may develop when there are differences
- * Conflict is common

Why Bother to Solve It?

- * Living with conflict can be tiring and upsetting
- * Giving in may not help
- * Both sides may be right in part

Some Warning Signs

- * arguing about small things
- * avoiding certain people
- * becoming withdrawn
- * sudden changes within established groups, eg leadership and attendance

Conflict can be productive,
but needs to be handled
carefully

Action - What Can Be Done?

- * recognise that there is conflict
- * work out how it is affecting you and others
- * try to sort out the causes
- * tell others involved of your concern
- * try to discuss the problem
- * try to understand the other's feelings

Now

- * aim at a solution
- * stick to the point
- * overlook the past
- * avoid personality conflicts
- * stay calm

It May Help To

- * give others the benefit of the doubt
- * trust others
- * be prepared to compromise

A Plan of Action Within Groups

- * Try to deal with the problem as early as possible.
- * Involve everyone affected.
- * Isolate the problem. Get a full range of views.
- * Work out where people agree - this may be a strength of the group.
- * Establish that there is mutual respect within the group. Perhaps a neutral mediator to which all agree is needed.
- * Simplify the problem. How may it be handled?
- * Discuss all aspects - both pros and cons.
- * Invite a range of solutions.
- * Later, talk again on how the solutions are working. Are there some still unresolved matters or new problems?