

# mediation with joe salama



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Tips On How To Resolve Conflicts Effectively, Part Two - October 13, 2009  
by Joe Salama

Never attempt to resolve a conflict with someone if you are emotionally charged. If you just spoke to them and are irritated, angry, or upset, nearly anything that you will say to them will hurt your chances of resolving the conflict. Cool off, go for a walk or, even better, sleep on it. A fresh perspective will give you time to consider the best approach to take and enhance your ability to communicate effectively.

Never underestimate the power of respect in managing a conflict. If you are able to demonstrate to someone (despite that you completely disagree with them) that you understand what they are saying, that you understand that they are trying to do what they feel is right, and that you respect them for doing what they feel is right, there is a far greater chance they they will listen to you and consider your point of view. Mutual understanding is what will bring a successful resolution, not a token compromise.

When you confront people about problems you want resolved, don't attack them, don't give them a piece of your mind, and don't tell them off, because that will not get you what you want - as much as you think they deserve it. Stay focused on the desired outcome. Rationally persuade rather than alienate - especially if you have to continue working with them beyond the immediate conflict at hand.

try looking at your problem from a new perspective and a solution may present itself.

Conflicts with some people are unavoidable. Some relationships were never meant to be. Ideally, you should be able to spot these disagreeable people before putting yourself at financial, professional, or personal risk by entering into any type of venture with them. In reality, it doesn't always work out that way. When you are repeatedly at odds with someone you should minimize your risk involved and avoid escalating the conflict further. Don't let years of tradition or moments of reconciliation keep you chained to a relationship of misery.

Don't wait until a conflict becomes unbearable to do something about it. Too many people wait until it is too late, thinking it is going to blow over or go away, and next thing they know they are in court, get laid off, or are filing for divorce. Sit down with the other party and figure out why it is happening. Address the problem before it gets to be too big. Choose your own outcome before one is chosen for you.

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