

Personal Growth Series

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Conflict resolution, all those things, are important. When you're in a group environment, you have to have those. If you don't, things fester. Have the conversation. Resolve it. Move forward. *J. B. Bickerstaff*

Tips on how to develop conflict resolution skills more effectively:

We may encounter conflicts at different points of our lives, whether at the interpersonal or intrapersonal level. Between individuals, conflicts may arise due to differences. A person may also experience strife due to internal struggles.

Conflicts often cause tension and in some cases, have adverse outcome. Consequently, people tend to shun confrontation. But since avoiding conflict may not always be possible, developing the skills and qualities to resolve conflict when it does happen, is really the way forward.

Though unwelcomed, encountering a conflict need not be something to be feared. Putting it into perspective, learning how to deal with conflicts may actually help fosters understanding, strengthens ties, and even builds character and resilience. Thus, it pays to equip ourselves with conflict resolution abilities.

- ❖ The heart of conflict resolution is peace and harmony. Thus, the first step towards it is to quell the tension before it escalates into a full-blown conflict. In other words, put out the flame before it becomes a fire.
- ❖ A key strategy towards resolving a conflict is to adopt a non-threatening stance. You could help to lower someone's defensiveness by sending the message that you 'come in peace'. If this message is not reciprocated by the other party, then study other possible strategies such as mediation or waiting for 'cool heads to prevail'.
- ❖ Achieving peaceful settlement does not mean bending your back to a point of compromising your personal values or principles. But it does require you to be an active listener in order to better identify underlying issues and to break the barrier to communication.

SUTD Wellbeing Services offers professional counselling services for students in a private and confidential setting.

If you would like to see a Counsellor to discuss any issue or challenge, please email us at wellbeing@sutd.edu.sg.

