Communication and Conflict Resolution Skills

Verbal Communication:
• Style of communication: It is important to recognize that everyone has a different style of communication whether it be tentative vs. direct or talkative vs. reserved.
• Active listening: By restating what the other individual said in your own words you not only show them that you are listening, but ensure that you understand what they are trying to communicate before responding.
• Self-disclosure: Revealing information about yourself will enhance the relationship because it requires trust and enhances the other individuals understanding of your situation.

Nonverbal Communication:
• Provides information describing the emotional state of an individual that are not communicated verbally.
• Regulating interactions: Nonverbal communication used in showing signs of interest in getting to know someone is an example of regulation.
• Defines the type of relationship that two people have (friends vs. coworker)

**Much of what we communicate to others is done nonverbally through facial expressions, body language, and touch.

Tips for Successful Conflict Resolution
• View conflict as a constructive way of strengthening your relationships
• If you have very few conflicts with the people in your life, pause and ask yourself: "Am I denying or avoiding conflicts with the people I care about?"
• Communicate in a way that facilitates a problem-solving and caring climate
• Be open. Do not withdraw from the conflict
• Be careful about what you say and how you say it
• Be an active listener. Let the other person know in your own words that you understand his/her thoughts, wishes, and needs
• Summarize what you discuss and make plans to continue the discussion toward resolution