# CONFLICT RESOLUTION



When a triggering event occurs and conflict arises, there are four major reactive behaviors. A combination of agreeability and assertiveness is ideal.

### (4) ASSERTIVE

Stand up for oneself with dignity. Be brief, informative, firm and friendly

# 1 AGGRESSIVE

Comes off as pushy, angry, and defensive.

#### (2) ASSUMPTIVE

Don't defend oneself believing we are taking the high road.

## 3 AGREEABLE

Takes responsibility if claims are true. Admits fault and makes amends.

When conflict arises, control the impulse to jump in and argue, and instead, just listen. Reflective listening, carefully listening and simply repeating back what is heard, can help clarify understanding and assure the other party that they are being heard. This can help reduce the miscommunication that causes many conflicts. ©2019 Core IQ. All rights reserved.

