

This is a free and abridged version of the resources for this chapter.

Chapter 4

Additional Resources

Dealing with **Conflict**

RECOGNISE, RESPECT & RECONCILE

Using the same frameworks and language as this course, Dr. Linda Wagener offers some simple and effective tips that amplify the 3Rs approach to conflict resolution across cultures.



[Click here to watch](#)



Additional **Tips...**

"What do we do when there isn't obvious conflict, but the relationship has just got off to a bad start? "

Keep an open mind



We may be quick to judge people based on their behaviour. We may decide that the individual is dishonest due to a lack of eye contact or lazy because they are often late. We may only notice the bad things about the person and ignore the positive things about them.

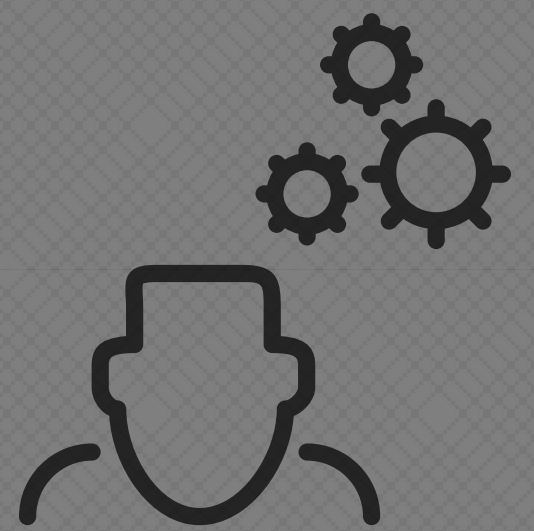
In only the first few minutes of a conversation, we may unconsciously set up a negative way of communicating that is difficult to change.

Consider taking the two steps outlined below help you keep an open mind.

Change your expectations

We often expect people to behave like us and share our values. If you meet new people without the expectation that they should be like you, you'll find fewer surprises that will make you feel defensive or negative.

Wait before you judge someone. The second problem is that we may allow our judgement to affect the rest of our impressions of a person. Think about the initial impressions you have about a person, but don't trust these impressions. Stay open minded to other explanations for this person's behaviour.



Change the way you communicate



Despite our best efforts, we will sometimes find ourselves stuck with negative thoughts about how we communicate and interact with someone. When this happens, try to:

Approach your next conversation like a new one. The next time you meet or correspond, assume nothing and try to see people for who they are, rather than who you think they are.

