



## 9 TIPS FOR MANAGING CONFLICT

PARENTS/  
CARERS

### 1. USE YOUR WORDS

Choose words that will express how you feel, but not shame or blame the other person.

### 2. UNDERSTAND THE OTHER PERSON

If you don't understand the other person's opinion, a solution is harder to find.

### 3. UNDERSTAND DIFFERENCES IN PERSPECTIVE

Everyone has a different perspective and understanding the differences can help reach a middle ground.

### 5. LISTEN TO THE OTHER PERSON

Listen to what they have to say. Ask them questions to clarify their points and don't interrupt them until they have finished their thought.

### 6. TAKE SOME TIME OUT

Taking time out is healthy for both sides to help give perspective, think of how to resolve the problem and return in a better frame of mind.

### 4. CONSIDER THE IMPACT

Consider the impact of what you are saying, as the impact on the other person can often be different to what we intended.

### 8. FIND THE COMPROMISE

Be willing to give some options to find a solution that everyone is happy with.

### 7. WORK TOGETHER AGAINST THE PROBLEM

Remember that in an argument, you should try and work together against the problem, not work against each other.

### 9. LEAVE IT IN THE PAST

Once a solution is agreed, don't revisit the same argument.