

10 Tips for Effective Communication to Resolve Disputes (Tool A)

1. Make sure this is a good time and place to have a conversation. When one or the other is feeling emotional, this may not be the right time to have the conversation.
2. Agree together to end the conversation (for now) if one or both become too emotional to have a productive conversation.
3. Describe the concrete behaviour (eg. "I missed my lunch when you didn't come to relieve me.")
4. Use "I" statements rather than "You" statements (eg. "I'm feeling angry" rather than "You upset me.")
5. Describe the impact of the behaviour (eg. "I need a break at lunch and when you arrive late, I feel disrespected.").
6. Avoid words such as "always" and "never" (eg. "You're always doing this").
7. Avoid presenting the behaviour as a personal characteristic (eg. "You're selfish").
8. Hear the other person's perspective and listen attentively. Let the other person know that you have heard them by telling them what you heard.
9. Engage with the other person for ways to move forward (eg. "What are your ideas for how we can work together as a team?").
10. Try to build a win-win solution together that meets your needs and the other person's which will allow goodwill to continue.

