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Advantage EAP expands hours in the New River Valley!!!

Advantage EAP has additional hours in Radford at 22 Montgomery Street. Call 1-800-699-9396

Online Resources may be found at the bottom of this newsletter.

Conflict Resolution



Conflict is a normal part of everyday life and a necessary part of a healthy relationship. Two people can't be expected to agree on everything at all times. Learning how to deal with conflict in a productive, respectful, and positive way is crucial. Sources of conflict include competition between two people, change, rivalry, poor communication, different viewpoints, limited resources, and generational or cultural differences. By learning the skills you need for successful conflict resolution, you can face disagreements with confidence and keep your personal and professional relationships strong and growing.

Cost of Conflict: What's at Stake

Unresolved conflict can cause harm to and destroy professional relationships, derails teamwork, creates barriers to individual and organizational effectiveness, adds stress, wastes time, and affects the ability to stay competitive.

Conflict 101

- **A conflict is more than just a disagreement.** It is a situation in which one or both parties perceive a threat (whether or not the threat is real).
- **Conflicts continue to fester when ignored.** Because conflicts involve perceived threats to our well-being and survival, they stay with us until we face and resolve them.
- **We respond to conflicts based on our perceptions** of the situation, not necessarily to an objective review of the facts. Our perceptions are influenced by our life experiences, culture, values, and beliefs.
- **Conflicts trigger strong emotions.** If you aren't comfortable with

Locations:

2727 Electric Road, Ste 100
Roanoke, VA 24018

200 Professional Park Drive
Unit 1
Blacksburg, VA 24060

Alleghany Regional Hospital
1 ARH Lane, Room 529
Low Moor, VA 24457

22 Montgomery Street
Radford, VA 24141

Contact Us:

Hours: Monday – Friday, 8:30-5:00pm. Evening hours are available on a limited basis.

(540) 989-6605 or 800-699-9396

Nights and weekends call
RESPOND:

(540) 776-1100 or 800-541-9992

Advantage EAP does not necessarily endorse any products or services mentioned

your emotions or able to manage them in times of stress, you won't be able to resolve conflict successfully.

- **Conflicts are an opportunity for growth.** When you're able to resolve conflict in a relationship, it builds trust. You can feel secure, knowing your relationship can survive challenges and disagreements.

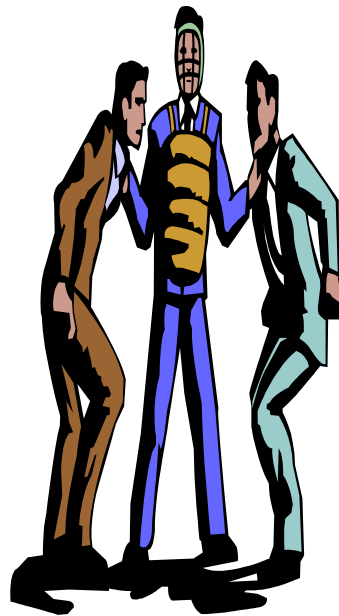
Ways of Managing and Resolving Conflict

Unhealthy Responses to Conflict

- An inability to recognize and respond to the things that matter to the other person
- Explosive, angry, hurtful, and resentful reactions
- The withdrawal of love, resulting in rejection, isolation, shaming, and fear of abandonment
- An inability to compromise or see the other person's side.
- The fear and avoidance of conflict; the expectation of bad outcomes.

Healthy Responses to Conflict

- The capacity to recognize and respond to the things that matter to the other person
- Calm, non-defensive, and respectful reactions.
- A readiness to forgive and forget, and to move past the conflict without holding resentments or anger.
- The ability to seek compromise and avoid punishing.
- A belief that facing conflict head on is the best thing for both sides.



Listening: A Key Skill

Listening is an active skill we can all learn to perfect. Remember these simple steps:

Concentrate – Look at the speaker directly; put aside distracting thoughts, “Listen” to the speaker's body language.

Show that you are listening – Nod occasionally, encourage the speaker to continue with verbal cues such as “yes” and “uh huh”.

Provide feedback – Reflect on what the speaker is saying, summarize the speakers comments.

Defer Judgment – Allow the speaker to finish, don't interrupt.
Respond Appropriately – Be candid, open, and honest with your response.
Treat the other person as they would want to be appropriate.



Advantage EAP is a benefit provided by your employer. There are counselors with Advantage EAP who have the training and experience to help with these issues.

Please contact your Advantage EAP at:

(540) 989-6605 or 800-699-9396

Or visit our website at: www.psychhealthroanoke.com

Or our Blog at: <http://psychhealthroanoke.blogspot.com/>

Resources from this newsletter:

1) Conflict Resolution Help Guide:

<http://www.helpguide.org/mental/eq8conflictresolution.html>

2) Conflict Avoidance: <http://www.ohrd.wisconsin.edu>

3) Listening Skills and Communication:

<http://www.mindtools.com/commskill/activelistening.html>
