



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORY:

- **Conflict Resolution—**
Creates harmony in stressful interpersonal situations and brings people together who have been separated by their differences.

RELATED COMPETENCY CATEGORIES:

- **Stress Management—**
Differentiates between positive and negative stress. Maintains a balance between productive and unproductive attitudes and behaviors.
- **Interpersonal Skills—**
Displays a consistent ability to build solid relationships of trust and respect inside and outside the organization.
- **Communication—**
Advances the abilities of individuals and the organizations through active listening supported with meaningful oral and written presentation of information.

Conflict – Maintaining Emotional Control

SUMMARY

Maintaining emotional control when you deal with relationship conflicts is probably the most important step, and the most difficult. People can reduce escalation of negative attitudes by understanding and controlling the six elements of the conflict cycle, learning methods to process anger, creating healthy alternatives to destructive responses, and creating dialogue to discuss the issue while maintaining control.

CONTEXT

Strong emotions are both a cause of, and a result of conflict. People in conflict have a variety of strong and often negative emotions, such as anger or distrust. These emotions often conceal the issues in dispute. The emotions are real, though, and must be addressed for the conflict to be resolved comfortably for everyone involved.

In this module, you will address the emotional aspect of resolving conflict. You will discuss why anger, in particular, is an emotion that you have to process and manage for the conflict to be resolved professionally.

At the completion of this module, participants will be able to:

- Understand reactions to conflict in order to better manage attitudes
- Develop conflict resolution strategies that foster teamwork
- Analyze conflict situations to determine best approach to achieve desired outcomes

“Action seems to follow feeling, but really action and feeling go together. By regulating the action, which is under the more direct control of the will, we can indirectly regulate the feeling which is not.”

—William James