

Action Guide

Conflict Resolution Skills to Manage Anxiety

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1. **Conflict is difficult for many people.** Those with anxiety may be prone to avoid conflict because it creates more anxiety or fear. Learning conflict resolution skills may help lower your anxiety.
2. **Prepare by getting clear about the problem.** Clarify your position by writing down talking points as reminders and to keep you focused.
3. **Practice your talking points with a friend or in the mirror.**
4. **Use deep breathing to control your anxiety prior to the meeting.** Take conscious breaths during the discussion.
5. **Be clear about your bottom line and the things you are willing to negotiate.** Understand that negotiation is part of the process and expect it.

6. **Look for points of agreement.** Find things that you agree on and talk about how to find a win-win solution that benefits everyone.
7. **Do your homework.** It helps to have a good idea of what the other person wants to strengthen your position in negotiations.
8. **Use assertive language.** “I want...” Or “I would like...” Ask what the other person wants, then work toward a solution that works for both of you.
9. **Ask for clarification or details about anything you are unclear on.**
10. **If you feel overwhelmed by the process, take a break.** Go to the restroom or get a drink and take some deep breaths.
11. **Give positive feedback.** Let the other person know that you see their point of view, or agree on certain key issues.
12. **If you do not get the minimum you are asking for, suggest that you table the discussion for now and talk about it again later.** Don't give up or give in unless you are certain you have reached a stalemate.