

Being stuck in the house with the same people day in and day out can cause conflict.

The New Jersey State Bar Foundation can help!

Educators learn strategies at our conflict resolution trainings. Here are a couple of conflict resolution skills you can use to get through those too-close-for-comfort moments:

- **Perspective-Taking** – Being able to understand there are different perspectives to all situations is a key skill in resolving conflict. What is the perspective of the other person?
- **Understanding Anger** – Anger often shows up as a result of other feelings like frustration, sadness, hurt, disappointment. When you find yourself angry, ask yourself “What feeling is underlying my anger?” Being self-aware of your emotions can help resolve conflicts because it makes communication more accurate.
- **Encouraging and Blocking Communication** – What do you do to encourage communication? What do you do to block communication? Take a look at this list and work to be more encouraging of positive communication:

Encouragers

- Stop talking & listen
- Empathize
- Make eye contact
- Concentrate on what is being said
- Show understanding with non-verbal behaviors
- Find out what the person wants from you
- Verbally acknowledge other person
- Ask questions for understanding

Blockers

- Interrupting
- Ignoring
- Sarcasm
- Insults/name calling
- Using “always” & “never”
- Judging
- Blaming

Find more resources online at **njsbf.org!**

