

CONFLICT-FREE COMMUNICATION

1 LISTEN BEFORE YOU SPEAK

Focus on the other person and demonstrate understanding: (head nods, eye contact, etc.).

2 USE "I-STATEMENTS"

Talk about your feelings, thoughts, and facts. It is possible to use "I-statements".

3 FOCUS ON THE PROBLEM, NOT THE PERSON

Attention and analysis are focused on an act or situation, not a person.

4 AVOIDING GENERALIZATIONS

Use specific statements and try to avoid generalizations using the words "always", "never", etc.

5 FOCUS ON COMPROMISE AND COMMON GOALS

Instead of confrontation → cooperation.

- "How can we resolve this situation so that the result suits both of us?"

6 CONTROL OF EMOTIONS AND PAUSES

If you feel strong negative emotions, pause the conversation to calm down. And then continue the dialogue.

CONFLICT-FREE COMMUNICATION IS ABOUT THE ABILITY TO RESOLVE CONFLICTS CONSTRUCTIVELY, WITHOUT DESTROYING RELATIONSHIPS AND FINDING EFFECTIVE SOLUTIONS.