



Communication

The way that we handle conflict can either escalate it or diffuse it. Body language, tone, and the words we choose all contribute to the message the other person receives from us, whether we intend it to or not. Consider the following techniques for diffusing conflict. How can you use these techniques when you find yourself in a tense situation?

Communication Technique	How can you use it?
Take a moment to think before you speak. Don't say things that you don't really mean and will regret later.	
Listen when others are speaking to you. Respond to them in a way that tell them you are listening.	
Validate the other person's thoughts and feelings.	
Be approachable.	