



**LACE for Life**  
Coaching & Consulting

# “Realizing Your Full Potential”

## Part 4: Resolve Conflict

We all know that disagreements are inevitable. It is the way that we handle them that makes all the difference. Silence, avoidance, or anger usually just push people away and NEVER fix the issue. However, you can choose how you respond during times of conflict. Choose to defuse a situation so people can work together and grow closer.

1. **Allow yourself to cool off, if needed.** A short walk may prevent you from saying something harsh. You can even make an effort to postpone talking about your differences until you feel calmer.
2. **When you start to discuss an issue, listen to the other person’s point of view first.** Try to respect their position and empathize with their concerns. Let them know that their side of the issue is important to you. Make sure you speak tactfully and directly. Let the other individual know how you feel without making judgments or blaming them for the circumstance.
3. **Apologize sincerely.** Learn to accept the vulnerability that you experience when you express your regrets for saying or doing something that harms someone. Evaluate and admit how you could have handled the situation better, and modify your actions accordingly in the future.

4. **Hold yourself accountable for the part you play in any situation.** Conflicts can help you grow, if you use them to learn about yourself and develop your skills on how to better communicate with others.
5. **Be forgiving.** When you feel that someone has harmed you purposely, hold back wrath, and regard them with compassion. Explain how their behavior impacted you, but offer them grace instead of retaliation. This will be a memorable experience for them and probably give them a new level of respect for you. You will benefit, too – forgiveness becomes easier with practice.

Feel confident that you can manage any conflict, especially in tough situations. Take a more mindful approach to finding solutions that make you more peaceful despite the world around you.