

# Leader Talking Points – Dealing with Conflict

- How you handle conflict affects your relationships with others and your overall well-being.
- Once you understand you are experiencing a conflict with someone, it's best to work on resolving it.
- Consider implementing these 8 tips to help resolve conflict:
  1. **Try to understand the cause of the conflict.** Ask yourself what the problem is really about. Is there a deeper issue that needs to be addressed?
  2. **Stay calm.** If you are feeling angry, hurt, or fearful, it will help if you take three deep breaths or count to 10 or walk away for a few minutes before you speak out of anger.
  3. **Give the other person the benefit of the doubt.** Keep in mind that they may be going through something that no one knows about. Don't assume that the person was deliberately trying to aggravate or dismiss you.
  4. **Stick to the subject.** Don't get sidetracked by issues that aren't related to the conflict you're trying to resolve.
  5. **Listen to the other person.** Let the other person tell their side of the story without interrupting them. Then reflect back what you heard to check your understanding.
  6. **Speak from your own experience.** It will help if you use "I" rather than "you" statements. Saying that "you" did or said something will make the other person feel blamed and on the defensive. Instead, describe your feelings by saying, "I think" or "I feel," and keep the focus on how you experienced the situation.
  7. **Be willing to compromise.** Finding a solution to a conflict usually involves give and take. Remember that your goal isn't always to get 100 percent of what you want—it's to maintain good relationships with the people who are important to you.
  8. **Always apologize if you were wrong.**
- If you have continual conflicts you cannot resolve on your own, consider contacting the Caterpillar Employee Assistance Program (EAP). The EAP is a free, voluntary, and completely confidential service provided to employees and their eligible family members to help meet many challenges at home and work. To learn more, call +1-866-CAT(228)-0565 or visit [CaterpillarEAP.com](https://www.caterpillar.com/eap).
- Find more tips and resources on Managing Conflict at [TotalHealth.cat.com](https://www.cat.com/totalhealth).