

## Remaining Calm During Conflict - I

When dealing with conflict of any kind in the workplace (whether it is with customers, co-workers, or supervisors), it is important to remain calm. Losing your patience and/or temper will only increase the tension of the situation. How will you remain calm the next time you encounter a situation that is stressful?

### Tips for remaining calm when interacting with others in the workplace:

- Avoid emotional impulse reactions.
- Does it really matter or is it small stuff?
- Choose how to respond...
  - How should I respond effectively?
  - How much control do I have in the situation?
- Count to five or ten before speaking.
- Do not attack.
- Find a way to overcome the initial reaction.
- Generate calmness and understanding.
- Have a plan on how to interact with the person.
- Inhale deeply through the nose.
- Keep voice low and calm.
- Maintain objectivity.
- Promote healthy communication.
- Resolve conflicts constructively and creatively.
- Turn frustration and anger into effective problem-solving.
- Walk away saying:
  - "We'll talk about this another time.*
  - I'm too upset and I don't want to be rude or say anything I'll regret later."*

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