

TIPS FOR MANAGING CONFLICT

1 Get in the right mindset

- Your response to the conflict can increase or decrease the intensity of the problem.
- Be sure to provide an objective or neutral point of view.
- Plan how you are going to work with the other party to achieve resolution.



2 Analyze the conflict

- What triggered the conflict?
- Who are you angry with?
- What are you not getting that you want?
- What are you afraid of losing?
- Is your conflict/anger accurate or over exaggerated?
- How can your conflict be resolved?



3 Address the conflict

- Use "I" statements to express yourself.
- Take ownership of your role in the problem.
- Agree to disagree if needed.



4 Focus on the future

- Create an agreement with goals on how to solve the problem. Be specific when problem solving or creating agreements.
- Create a plan to address the present conflict and those that may come up in the future.



5 Use your resources

- Resources on campus include: Housing and Residence Life Resident Assistants, Student Conduct & Community Standards, or University Police.
- If you ever feel unsafe due to conflict, consider making a report to Student Conduct & Community Standards at wichita.edu/reportit or calling University Police at 316-978-3450



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