



**face and resolve personally**  
your conflicts with others

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When we face other people in a conflict, the most difficult thing to do is to hold our emotions.

The negative emotions (such as rage, fear and sadness) prevent us to focus our attention on our personal interests and they make us tell things that we might regret.

LET'S AVOID TO CRITICIZE THE OTHERS  
ABOUT THINGS HAPPENED IN THE PAST  
AND THAT WE CANNOT CHANGE

### MANAGING OUR EMOTIONS IN THE MIDDLE OF A CONVERSATION

- name the emotion you are feeling, so that you will become aware of it
- understand why you are feeling that emotion
- check if you can manage that emotion or if you lost control
- count in your mind from 10 to 1 before you talk
- take 3 deep breaths
- put your body in a relaxed and comfortable position
- focus on facts and on your rational interests
- if you lose control, explain your reaction and your necessities to the other

### WHEN WE SHOW UNDERSTANDING WE CAN BE UNDERSTOOD

- look the face of the one you are listening to
- listen silently to what the other one is telling you
- take notes on what you want to say, so that you can remain silent
- ask about explanations on what you didn't understand
- repeat in your words what you listened to

### LET'S FACE THE CONFLICT IN A SIMPLE AND EFFICIENT WAY

- don't criticize and don't blame the other, but describe the real inconvenient situation (e.g. *"In this agreement I read that you must pay the rent the first day of each month, but it's about four months that I'm not receiving it"*)
- explain the emotions that you are feeling and why you are feeling them (e.g. *"This is worrying me because I need that money to pay the taxes by the 15th of this month"*)
- suggest or try to find a solution, avoiding to threaten the other one (e.g. *"What do you think about determining a date by which paying your dues and to terminate the contract if you won't pay?"* or *"What do you suggest to do to pay your dues?"*)
- try to understand the necessities of the other one (e.g. *"What do you need in order to pay your dues?"*)