



CAREER COACH

Question: I have trouble dealing with conflict. I avoid it and become stressed as the situation lingers. Do you have any suggestions?

Answer: Conflict can be stressful, especially if you don't feel confident in addressing it. Here are some ways to cope:

- Describe the behavior that is upsetting you.
- Express your feelings about the behavior.
- Describe the newly desired behaviors. "I would like for you to let me finish what I have to say before commenting."
- What might be the negative and positive consequences of the new behavior?
- Get the other person's buy in. "Can we agree to that?"

Dealing with conflict will become easier when you have the tools to deal with it confidently. It takes practice.



MARY ANN
MASUR

MARY ANN MASUR, a business coach, speaker and author, can be reached at maryann@synergy-consultants.com.