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March 2017 Newsletter

## 6 Steps to SIMPLE Resolution

**Conflict is hard. Resolution is SIMPLE.**

There is a six step SIMPLE approach to resolving conflicts which can be used to solve interpersonal, business, or other confounding conflicts.

**The process is comprised of a three-part philosophy:**

1. I may disagree, but I will not be disagreeable.
2. I will treat others as I want them to treat me.
3. I will remain true to my convictions and beliefs.



**I may disagree, but I will not be disagreeable:**

In conflict, people get lost in the situation and things become personalized. If we become disagreeable, the focus goes to the personal. If you get lost in the conflict, emotions take over. To handle this, keep your head and don't use generalizations.

Don't say things like, "You always," or "You never."

Acknowledge the other person's concerns, without agreeing with them. You must be willing to accept the other person's point of view but you don't have to have the same opinion. Try saying to the other person, "I can see how you saw that and got upset." I will treat others, as I want to be treated.

**I will treat others as I want them to treat me.**

Treat people as you would like to be treated in the same situation and stay focused on the substance of the problem. Let the other person know you accept them as they are without your need to change them. Speak to the other person, not around them. Maintain eye contact and exhibit a tone of acceptance and tolerance. Keep this in mind no matter how bad it gets.

**I will remain true to my convictions and beliefs**

You don't have to change your fundamental beliefs to solve the problem. You feel more

comfortable doing what you are. Remember it is not about rearranging your chromosomes or theirs; it is about solving the issue at hand.

If you alter your convictions and beliefs, then the other side has you and they can move you around. Stay the course with acceptance and respect. The benefit is self-confidence and clarity about your goal of solving the conflict.

### Six Steps to SIMPLE Resolution

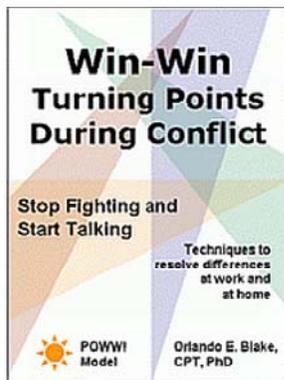
## Get the 6 Steps

### FREE ASSESSMENT

#### Conflict Management Styles Assessment

This assessment is designed to help you learn about your conflict management style. There are no right or wrong answers! Take the [free assessment](#) now.

### FEATURE BOOK



#### POWW! Turning Points During Conflict

By: Orlando E. Blake, PhD, CPT

Conflict is a fact but can be managed. Turning Points During Conflicts describes how conflicts are recognized, expressed, and managed through communication that includes messages, tactics, strategies, and patterns.

## Order Here

Call me today to discuss how to approach resolving conflicts and how to solve interpersonal, business, or other conflicts. I would be happy to learn more about your organization.

Sincerely,

***Orlando E. Blake, PhD, CPT***

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"Superior performance by the mediator in trying circumstances... would unconditionally recommend his services."

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Executive Vice President  
Western University of Health Sciences

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