

## TIPS FOR MAKING PEACE

- Choose a convenient time.
- Plan ahead.
- Talk directly.
- Don't blame or name-call.
- Give information.
- Listen.
- Show that you are listening.
- Talk it through.
- Work on a solution.
- Follow through.



## ***MAKING PEACE***

### UCI Police Department



150 Public Services Building  
Irvine, Ca 92697

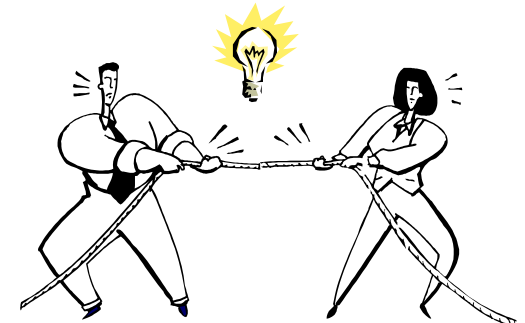
Phone: 949-824-5222 (Dispatch)  
Phone: 949-824-6397 (CSO program)  
Phone: 949-824-7181 (crime prevention)

In case of an emergency DIAL 9-1-1

OR

Office of Ombudsman  
(949) 824-5011  
[www.ombuds.uci.edu/home.html](http://www.ombuds.uci.edu/home.html)

## ***How to Manage Conflict.***



*University of California,  
Irvine  
Police Department*

*[www.police.uci.edu](http://www.police.uci.edu)*

## ***Skills Needed to Manage a Personal Conflict.***

### ***- UNDERSTANDING YOUR OWN FEEL-***



Understand your "triggers."

***INGS ABOUT CONFLICT.*** This means recognizing your "trigger," words or actions that immediately provoke an emotional response, like anger. It can be a facial expression,

a tone of voice, a pointing finger, or a certain phrase. Once you know your "triggers," you can better control your emotions.

***- ACTIVE LISTENING.*** Go beyond hearing just words; try to understand what the other person is saying. Listen carefully, instead of thinking about what you're going to say next. Active listening requires concentration and body language that says you are paying attention.

### ***- OPTIONS FOR RESOLVING A CONFLICT.***

Many people can think of only two ways to manage conflicts – fighting or avoiding the problem. Get the facts straight, brainstorm all ideas that might help resolve the argument, and discuss the pros, cons, and consequences.

## **Moving from a confrontation to an agreement.**

- Look at your response to conflict. If your style isn't working, you're left with raging emotions that lead to more problems – try to change.

- State your needs and define the problem. Talk about the issues without insulting or blaming the other person. Don't state your position; that's simply your solution to the problem. Take a hard look at what is said (position), with what is really meant (needs).

- Together, discuss various ways of meeting needs or solving the problem. Be flexible and open-minded.

- Decide who will be responsible for specific actions after reaching an agreement.



Work together to solve the problem.

## **If you can't work it out...get help.**

***- Try Mediation.*** Courts, schools, and businesses are turning more and more to mediation to help resolve disputes. Mediators do not make decisions for people – they **help** people make their own decisions.

In mediation sessions, a neutral third person helps the parties in conflict resolve their problem. Mediators should be detached and unbi-



Third party arbitration is often very helpful.

session is confidential.

ased. Mediators do not dictate a settlement; they encourage dialog, provide guidance, and help the parties define areas of agreement and disagreement. A mediation

***- Try Arbitration.*** In arbitration, a neutral party acts as a judge. Disputing parties agree on an arbitrator who then hears evidence from both sides, asks questions, and hands down a decision. Usually, the arbitrator's decision is final.

***- Try an Ombudsman.*** An ombudsman is hired by and works within an institution. An ombudsman investigates complaints from the public against the institution and tries to resolve problems. He or she has no enforcement power, but uses reason and persuasion to convince management that certain policies or practices should be changed. Television, government agencies, health care, and educational systems often use ombudsmen.