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“My Experience of Overcoming Conflict”

In all spheres of life: in personal and professional life, it is very important to be able to clearly convey your thoughts and understand the interlocutor. In my opinion, adaptation and communication are the most important skills that a person should develop. Unfortunately, we are careless about communication. Using the example of my experience, I want to tell you how to correctly build your proposals and conduct a dialogue in order to avoid conflicts and correctly understand yourself and the interlocutor.

Basically, all conflict situations occurred to me on the basis of unmet needs, when someone wants something, but he does not get it. Then, in order to be heard, understood, and to get what I was missing, I included some components in my communication.

The first is observation. In order to avoid conflict situations with me, I told what happened without giving an assessment of the situation, without condemning and passed on my observations by constructing facts, because if I start labeling, then the other person's first reaction will be protection. When I have a desire to prove that my interlocutor is wrong, I try not to do this, because I understand that a conflict will arise because of my words.

The second is feelings. In order to avoid bad situations, I try to identify and express how I feel, and it's not easy for me to do it.

The third is the needs. I also try to point out the needs that have arisen and caused me feelings, I try to formulate them clearly and clearly.

The fourth is a request. It is important to explain to the interlocutor what actions are needed from him to improve the situation. I am very specific in my formulations.

Using the example of my experience of overcoming conflicts, I told you how to build your proposals correctly in order to avoid unpleasant situations, convey your thoughts and so that you are not just listened to, but also acted according to your wishes.