

# Dealing with Conflict

Working with people of different views can be challenging at times, but essential for growth! There are a multitude of ways to work through a difficult conflict through talking, but the most effective way is called the SLIPPER. This acronym stands for: Stay calm, Listen, Inquire, Present back, Probe, Explore solutions, Resolve. Using these steps in that order helps to open the argument to all parties involved in a non-confrontational environment. Everyone will have a chance to be heard without emotions getting in the way and it will lead to a resolution that most of everyone will agree upon.

## Stay Calm

It is important to remain calm through this entire altercation. DO NOT add emotion to the conflict.

## Listen

Open your mind to the possibility that their perspective is just as important as your own. Listen to their opinions with the intent of understanding how they see the situation.

## Inquire

Ask questions about their views with the intent of finding a peaceful and successful resolution. Do not ask the questions in a degrading manner.

## Present Back

Now that you've heard their side of the story, it is now time to explain your views. Remember not to become emotional when expressing your opinion.

## Probe

Examine the information that you have gathered from your talk. Write down the important points of the arguments to review.

## Explore Solutions

Begin using your reference points from the previous step to inspire a solution. Discuss multiple avenues of approach to the issue. Sometimes you could mold various

## Resolve

It is time to find a solution that works best for all involved. Not everyone will like the solution, but the important part is that you try your best to find the optimal resolution that benefits everyone.

