



# PRODUCTIVE CONFLICT: STEP-BY-STEP

1

## Understand Your Own Reaction to Conflict

What automatic thoughts come up for you when you are in conflict with someone? And what are the emotions that underlie those thoughts? To *change* behaviour, you must first be *aware* of it.

## Step Back From Your Emotions

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Rather than let your emotions take over, can you acknowledge and allow what you are feeling and reflect on how your emotions might be affecting your perspective?

3

## Reframe Your Automatic Thoughts

If your automatic thought is negative, is there another way you can view the situation? Is it possible that you are overreacting or exaggerating the situation? Is the thought *actually* true?

## Choose a Productive Response

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It *is* your choice. While choosing a productive response doesn't guarantee resolution, a destructive response will almost certainly escalate the conflict.