

Using conflict-reducing communication can be an effective method for resolving disagreements or calming tense situations.

If you're feeling overwhelmed and others are available, it might be best to decide whether to handle the situation yourself or let someone else take over. It is important that you assess what is best to do. Here are some concrete principles you can follow:

Stay Calm

Calm is contagious, and your calmness can be crucial for the outcome of the situation:

- **Take a deep breath:** Proper breathing reduces stress.
- **Orient yourself in the room:** Where can you retreat, can you alert someone?
- **Show empathy** and try to build a relationship.
- **Slow down:** Be brief, calm, and clear. Remember: Silence can be a tool for reflection.
- **Be aware of your own body language:** Move calmly and relaxed. Avoid appearing dominant or submissive.
- **Use a calm and friendly tone:** Tone of voice can escalate a conflict faster than words.
- **Avoid conflict emotions** such as anger and anxiety.
- **Keep your distance:** Give space so that the person does not feel trapped.
- **Be prepared:** Think about your next action. What will you do if the situation escalates?

Listen Actively

Be attentive and show that you understand without interrupting:

- **Get the person to talk:** Ask open questions, but not too many. Remember that it is the other person who "owns" the conversation.
- **Confirm/validate:** Repeat what you hear in your own words to show that you are listening and understanding.
- **Avoid confrontation:** Do not criticize or argue with the person. Avoid words like "angry" or "frustrated."
- **Be solution-oriented:** Focus on the positive elements in the conversation and follow up on them. Look for possible solutions.
- **Stick to the issue:** Concentrate on the current problem without bringing in other elements.
- **Acknowledge differences:** Respect that people can have different perspectives and opinions.

Assess and Handle Threatening Situations While conflict-reducing communication is often effective, there are situations where other approaches may be necessary. You can read more here: [How to handle threatening situations.](#)