



QUICK GUIDE

Managing conflict during MARM meetings

Managing and resolving conflict requires the ability to quickly reduce stress and bring emotions into balance. You can ensure that the process is as positive as possible by sticking to the following guidelines:

- **Listen for what is felt as well as said.** When we listen, we connect more deeply to our own needs and emotions and to those of other people. Listening also strengthens us, informs us and makes it easier for others to hear us when it is our turn to speak
- **Make conflict resolution the priority rather than winning or "being right."** Maintaining and strengthening the relationship, rather than "winning" the argument, should always be your priority. Be respectful of the other person and his or her viewpoint and if necessary, remind meeting participants of the ground rules
- **Focus on the present.** If you are holding on to grudges based on past resentments, your ability to see the reality of the current situation will be impaired. Rather than looking to the past and assigning blame, focus on what you can do in the here-and-now to solve the problem. Encourage the meeting participants to focus on the issues at hand
- **Pick your battles.** Conflicts can be draining, so it is important to consider whether the issue is really worthy of the meeting, time and energy
- **Be willing to forgive.** Resolving conflict is impossible if you are unwilling or unable to forgive. Resolution lies in releasing the urge to punish, which can never compensate for our losses and only adds to our injury by further depleting and draining our lives
- **Know when to let something go.** If you cannot come to an agreement, encourage the meeting to agree to disagree.