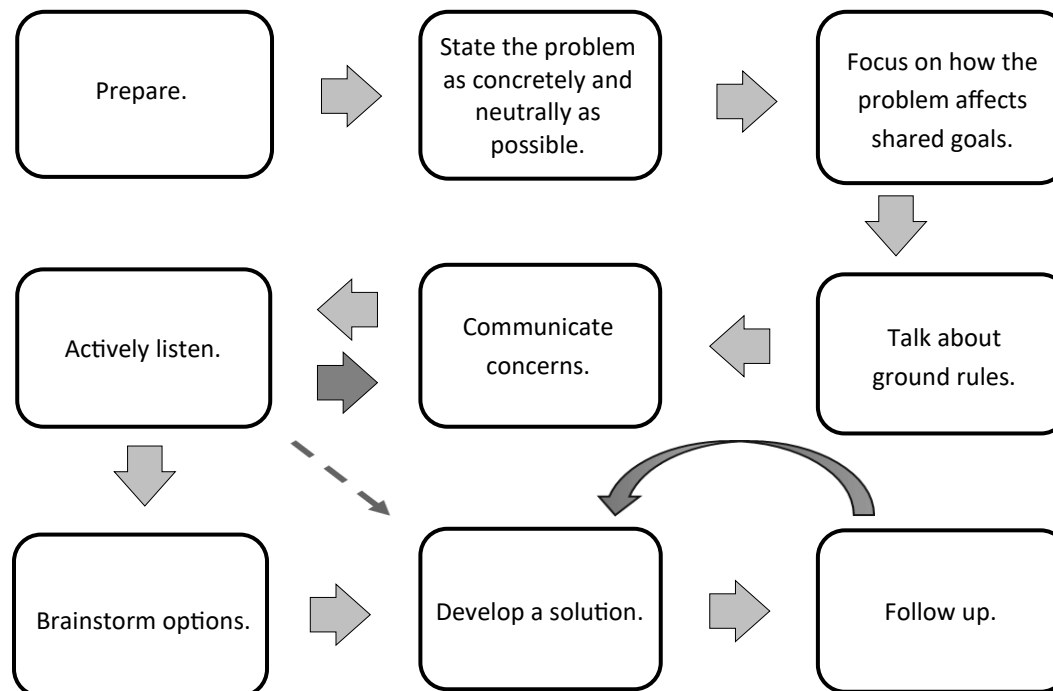


Road Map: Dealing with Conflict



For more information, see <https://uiowa.edu/conflictmanagement/dealing-conflict>

When Someone Brings a Concern to You:

- Manage your initial emotional reaction.
 - Try not to get defensive.
- Give the other person the benefit of the doubt.
- Listen actively and carefully.
 - Don't interrupt.
 - Ask open-ended questions to clarify the feedback.
- Talk about possible solutions.
 - If needed, ask for time to think.
- Politely thank the person.

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If you need help, contact the Office of the Ombudsperson at
319-335-3608 or [**ombudsperson@uiowa.edu**](mailto:ombudsperson@uiowa.edu)