



Checklist – Communication that reduces conflicts

Language that may reduce the conflict:

- Use "I" sentences
- Listen more than you talk
- Be accurate
- Focus on here and now, and the future
- Be factual, not personal

Tone of voice:

- Use slow diction
- Low voice pitch
- Speak slowly

Body language:

- Relaxed body stance
- Visible, relaxed hands
- Avoid staring or having a challenging look
- Do not be dominating or defensive

Closeness – distance:

- Close, stand side by side to avoid being kicked or hit or
- At safe distance (2-3 meters)

Facial expression:

- Avoid emotions that promote conflict (anger, anxiety)

Emphatic approach:

- Active and efficient listening
- Reflect and interpret
- Picture the world through the eyes of the other person
- Give the impression of understanding
- Repeat, or rephrase the other person's statements