



City of Danbury – Police Department

Community Service Division

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Conflict Management

Frustrated? Irritated? Angry? Ready to explode? You're not alone. Anger leads to conflict, produces stress, hurts friendships, and can lead to violence. We can't always avoid danger or conflict, but we can learn to manage it without violence. Here are some tips to manage your conflicts:

Steps to Managing Conflict

- ❖ Understand your own feelings about conflict
- ❖ Practice active listening
- ❖ Come up with suggestions for solving the problem



Confronting the Issues and Coming to an Agreement

- ❖ Use good communication skills
- ❖ Be open minded when moving towards an agreement

If you can't work it out, get help

- ❖ Use a mediator. Mediators encourage dialog and guidance
- ❖ Develop anger management skills
- ❖ Ask a neutral third party for input and assistance in decision making

Additional Links:

[National crime prevention council](#)

[Mediate.com](#)