# 5 Crucial Skills For Resolving Conflicts

Workplace harmony is built on mastering the art of resolving conflicts.

These five essential skills set the foundation for constructive dialogue and successful conflict resolution. Open Communication

Faster a safe space where employees feel valued.

Open-door policies can reduce fear & boost transparency.

02 Active Listening

Engage fully with the speaker, promoting understanding and respect. Summarize their message & avaid interruptions.

(EQ) Emotional Intelligence (EQ)

Recognize and manage emotions in oneself and others.

A high EQ ensures empothetic and effective resolutions.

0/4 Impartiality

Focus on the present issue and avoid past conflicts.

& bigses. A neutral stance ensures fair outcomes.

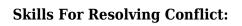
05 Patience

Avoid rushing decisions and let emotions settle. Ensure every voice is heard for lasting solutions.

Wellable

# **Skills For Resolving Conflict**

**Yi-Tong Ma** 



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