

Interpersonal Conflict and Conflict Resolution

Conflict Resolution

Host:

Resolving conflict is a mutual process. It requires patience, and a willingness to engage in problem-solving. When we set aside the desire to win, we move toward resolution. Suspending blame and judgment is a place to start. People will surprise us. We may surprise ourselves.

Jackie:

But then I pass the floral section, and I see him. He's picking out this huge bouquet of flowers. He's buying flowers. And I'm stunned - because now I think, was he already worked up about something, like a relationship? Who's he buying flowers for? His wife, or girlfriend? Or hell - his mother? Is he trying to apologize? You know what I mean? And now I'm flooded with sympathy for this jerk. Maybe he was bent out of shape before I even showed up. The penny drops [I realize something]: I didn't do anything but he unloads on me? It had nothing to do with me. I just came along at the wrong time. Don't get me wrong: I was really freaked out, drowning in anger. But as soon as I started thinking about him that way, I didn't feel the same. It's such a reminder for me. I totally judged him; never considered any other reasons for his flip-out.

Elena:

Wow.

Jackie:

Yeah - wow.

Now I can focus on the vegetables. Thanks. I unloaded this whole thing on you.

Elena:

No no. It's fine. You okay?

Jackie:

I'll see you tomorrow?

Elena:

Yeah. Okay. See ya.