

Using our core values to resolve conflict

Each one of our core values create a landscape for the resolution of conflict in a constructive and respectful manner.

Let us start with **caring** and **respect** as examples of two core values aiding in the resolution of any challenging situation, not limiting it to just a conflict.

A valuable action to help resolve a conflict with another person is to imagine oneself in the shoes of that person. You may be hurt or annoyed or frustrated with someone's behavior yet keeping an open mind and trying to understand the reason for that behavior may play a crucial role in achieving a resolution.

Many conflicts occur as a result of assumptions we make based and on our past experiences. We are all different with different experiences and do not always think the same. Our backgrounds are different. Our history is different. We come from **diversified** backgrounds (i.e. race, religion, nationality, ethnicity, and gender identity). We react differently. Our intentions may be most noble yet our behavior may not reflect such intentions.

A colleague coming across as bossy and controlling may have intended to just be helpful. But it may also be true that the way he went about helping was not the most effective one. You can learn the reason for the bossy and controlling behavior by **caring** enough to let the person know, in an **honest** and constructive way, how such behavior affected you.

Caring to understand the other person's point of view by keeping an open mind can go a long way to resolve, or at least manage, conflict. You may be pleasantly surprised and maybe a bit less angry once you learn the basis of the other person's point of view or behavior. An additional benefit could be a teaching moment and a valuable **learning** experience.

Parties often feel relieved, or at least less angry and less annoyed, knowing that the other party understands their view point and its circumstances even without the desired resolution. Just knowing that the other party cared enough to listen and show respect in the process can be the turning point.

After showing care and respect while acknowledging and understanding different views, **collaboration** helps us jointly identify the next steps available to move forward in a more positive and cooperative manner.

Showing empathy and kindness towards someone who disappointed us or even hurt our feelings may motivate that person to express remorse and evoke an apology. The **impact** your respectful response can have on the other party who offended you can only be a positive one, one that may make that person more aware of his behavior's impact on you. Many individuals who faced conflict in the past can develop a stronger relationship after handling a challenging situation effectively.

Bentley's core values define how we expect to behave with each other, with our partners and with other stakeholders. They can also guide us in resolving conflict by addressing challenging situations in a positive and constructive manner.

*Eliane Markoff is the Ombuds for Bentley University
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