Don't Get in a Tangle Online

How to Manage Conflict Well Remotely

1. Look after yourself first

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Online communication is more tiring than face to face. If we are stressed, upset, tired or hungry, communication does not go well. Conflict starts with unmet needs. **Make sure your own needs are being met**. Down time saves time in the long run.

2. Pause & Avoid Misunderstandings

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Emails & texts lack tone and context. Positive comments may be taken as sarcasm. The briefer the communication, the greater the chance of misunderstanding. Remember the niceties. Avoid email/text when upset. Pause and reread before pressing send.

3. Identify the Issues and Plan Your Path

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What happened? What do you think it means? What else could it mean? Why would a reasonable person behave that way? What would be an ideal end result? How can you improve the chances of a positive outcome? When & where should you talk?

4. Be Kind and Clear

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Face to face, video or telephone is better than email. Don't put it off but make sure the time suits you both. Keep it confidential. Explain why you are raising the issue: ask for their views. Talk tentatively. Be curious and calm. **Listen. Clarify Actions agreed.**

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