

UABLEARNDEVWHISPER

A Weekly Publication of Learning

Emotional Conflict In A Crisis

For many of us, adding to the stress of the COVID-19 situation is working from home. That means you are spending more time with those you live with, which may mean more arguments or conflicts. Although many things are out of our control, you are in control of your emotions. No one can make you mad, angry, or even happy. However, emotions are powerful and can easily bubble to the surface and take over. Here are some productive ways to manage conflict:

Conflict usually starts with a disagreement or someone's reaction, which can lead to two possible causes:

1. Misperception, your belief in something with no factual proof.
2. Misinformation, meant to deceive you.

Understanding what causes conflicts can go a long way in resolving them. Just remember, you are in control of your feelings.

CALL TO ACTION:

- When conflict arises take a minute to think before reacting.
- Use active listening to reassure the other person they are being heard correctly.
- Determine the root of the problem. Once identified, seek solutions together.
- If you can't reach a resolution, take a break and don't think about the issue during this time. Agree on a time when you will talk again.
- Find something self-soothing to do such as taking a walk, reading a book or magazine, television, meditation, anything that will redirect your emotions to face the issue again in a healthy and respectful way.

KEEP ON LEARNING*

- ▶ Watch [Bringing Resolution To Your Conflicts](#). (1m 20s)
- ▶ Visit the Balance Careers website to learn how to use [Important Active Listening Skills and Techniques](#)

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