

Ignore conflicts forever

Deal with conflicts consciously

ACTIVE LISTENING IS WORK!

The communications expert Carl Rogers has summarized a few points about active listening that can help you very well in conversational situations in general and in conflicts in particular:

- Get involved with your counterpart and show it through your posture
- Be cautious about your own opinion
- Ask questions if something is not entirely clear to you
- Listening does not mean approval
- Endure breaks, they can be a sign of ambiguity, fear or helplessness
- Be patient and don't interrupt your counterpart
- Pay attention to your own feelings and those of the other person and talk about them
- Always repeat in your own words what you have understood
- Maintain eye contact (but don't stare) from time to time
- Don't let accusations and criticism upset you
- Put yourself in the other person's situation

DEALING WITH CONFLICTS CONTIOUSLY

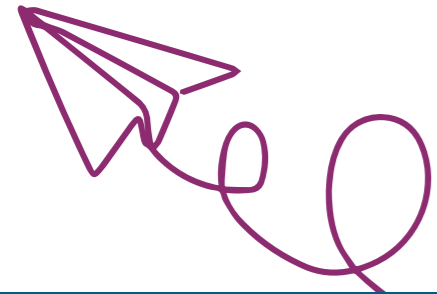
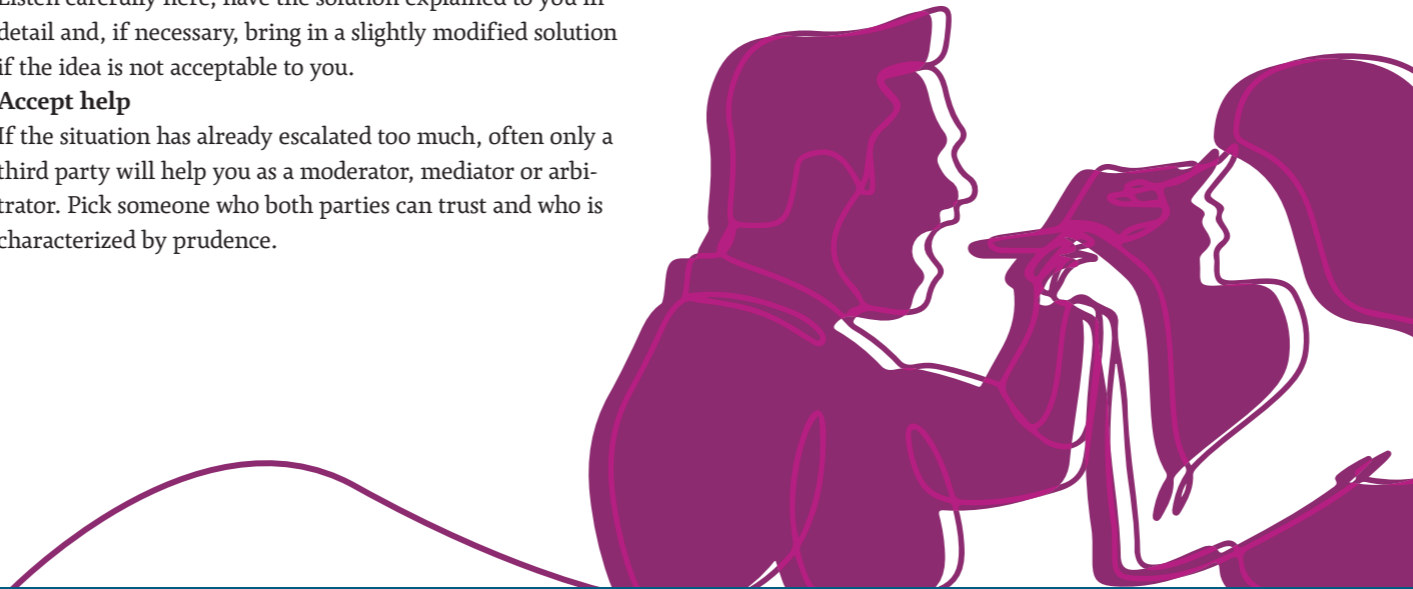
- **Investigate the causes**
Why did the conflict arise? What feelings does it arouse in the various people involved and who suffers the most?
- **Address conflicts**
I saw/perceived that you...
It's about me.../It annoys me/I'm frustrated, (because)...
I would like you to stop doing this and that and instead do this and that (as concretely as possible, when, how exactly?)
- **Seek solutions, not blame**
- **Change of perspective - Try to understand each other's motivations**
- **Reveal own feelings**
Talk about what the conflict means to you and what it is doing to you emotionally (e.g. „I feel helpless and angry when you don't respond to turning the music down“). Be sure to avoid insults and insinuations.
- **Get suggestions for a solution**
Ask the other party to the conflict for suggestions as to how the dispute can best be resolved from their point of view. Listen carefully here, have the solution explained to you in detail and, if necessary, bring in a slightly modified solution if the idea is not acceptable to you.
- **Accept help**
If the situation has already escalated too much, often only a third party will help you as a moderator, mediator or arbitrator. Pick someone who both parties can trust and who is characterized by prudence.

VOICE CRITICISM BUT HOW?

- **Mind your language:** Use „you“, „not“ and „but“ sparingly, do not make threats, do not belittle others and avoid monologues. Instead: behave respectfully, listen to others and be open to alternative solutions.
- **Generalize and simplify:** We are not neutral in conflicts and – just like our counterparts – are influenced by previous experiences. We assume that we know the motives of the other person. Unfortunately, we are not clairvoyant. It's worth asking...!
In addition, „always“ and „never“ are almost never correct! Instead of „You never do the dishes.“ > „You left your dirty dishes in the kitchen yesterday, and you left them on Tuesday last week.“
- **Debase:** Putting ourselves ahead of the other person only exacerbates the conflict. Treating people with respect is the basis for factual dialogue and for resolving conflicts.



COMMUNICATION GUIDE
BETTER TALK TO EACH OTHER



Living together with others is not always characterized by harmony. Especially in the student accommodation you will meet other students from different contexts.

- Some live alone for the first time and are organizationally overwhelmed with this and with their studies,
- others may have high standards of cleanliness and order and worry a lot about the dirty stove or the noise level in the next room and
- third parties come from other countries and still have trouble finding their way in a new culture.

But as with many good things in life, mindfulness, communication and a pinch of forbearance are required so that life together in everyday life works out.



TIPS AND TRICKS, WITH WHICH CAN ENSURE THAT THINGS RUN SMOOTHLY IN THE ACCOMODATION!

1. MAKE RULES AND OBEY THESE RULES

Meet at the beginning of each new semester, invite the newcomers and agree on binding rules that apply to everyone. The clearer the communication, the more peaceful the coexistence.

2. ADJUST TO OTHERS AND TALK ABOUT THE THINGS THAT BOTHER YOU

After moving out at home, a lot of work is left to yourself. This can be quite annoying. If then the clash of weapons from the online game of your roommate or unfamiliar smells of food from the communal kitchen, some people's hats are on fire. Time to "de-emphasize" these things or address them kindly.

3. RESPECT THE DAILY STRUCTURE AND THE PRIVATE SPACE OF YOUR ROOMMATE

"Happiness is getting enough sleep. Just that, nothing more." — Robert Anson Heinlein

When we don't get enough sleep, our mood, strength and performance suffer. Not everyone has the same day-night rhythm as you do. Make sure that the sleeping times and habits of others are respected as much as possible. If you're watching a movie or listening to music late at night, put on headphones. If Bundesliga games get you emotionally upset, go to a sports bar and let your enthusiasm run free.

4. CLEAN UP BEHIND YOU

Nobody cares if your room looks like a tornado swept through it - at least not as long as there are no vermin. However, your parents are no longer there, so you have to take care of cleaning the common rooms yourself. Don't get upset about every crumb that someone else hasn't cleaned up, and most importantly, clean up your own mess.

#lifehack: The best way to bridge the waiting time until the egg is done, the water is boiling or the pizza has reached the right consistency is by sweeping or wiping surfaces.

5. COMMUNICATE HONESTLY AND OPEN

There are some things that you should sleep over for a night and often the anger has subsided by then or you have decided to let something be because it is not important enough. For all other topics, it is advisable not to let the anger grow for too long, but to address problems honestly (on this: chapter "Express criticism, but how?") and openly (I-form) and get rid of them. This actively prevents misunderstandings.

6. LISTEN CAREFULLY

If we learn to listen carefully and to withdraw even when we feel provoked, then we have a very good basis in conflicts. Listening is the easiest thing to do in a negotiation. It costs us nothing and means that our counterpart is willing to listen to us better too.

7. WHEN EMOTIONS ARE RUNNING HIGH

If you notice that the situation is escalating, it is better to interrupt the conversation and continue it another time. Wait until all sides have calmed down and look around for someone who can support you as an arbitrator at the next meeting. This person must be accepted by both sides.



**"WHEN YOU SPEAK,
YOU ONLY REPEAT WHAT
YOU ALREADY KNOW. BUT
IF YOU LISTEN YOU CAN
LEARN NEW THINGS."
— DALAI LAMA**

