**Tips on how to resolve a conflict in Halls**

Whilst living in Halls you may encounter some conflicts with your flat mates which can make living in Halls unpleasant. We want to ensure that you have a safe and positive experience of living in Halls.

Here are some tips on how to solve conflicts to ensure you can solve conflicts effectively and live independently:

While conflict is normal, it can sometimes make things difficult. If you are having problems with friends or about chores try using these tips to help resolve these arguments in a healthy and constructive way:

* **Set rules.** Everyone should be treated with respect, even if you are having an argument. If someone is yelling, cursing, calling you names or ridiculing you, tell them they must stop. If they continue, walk away from the situation and tell them that you will resolve this later.
* **Get to the heart of the issue.** Take the time to really listen to the other person and understand what the problem is. Most of the time it’s usually a misunderstanding that can be easily resolved by listening to each other and talking through the issue. Try to keep on topic and remind yourselves that this is a constructive conversation. Keep in mind that the goal is to resolve the issues.
* **Tolerance.** It may be the case that you can’t resolve the issue, you are just on opposite sides. In this case, do your best to respect the other person and focus on what matters. You won’t agree on everything.
* **Negotiate and compromise.** Try finding the middle ground. Often when resolving conflicts, you have to compromise. This is the best way to ensure a resolution that everyone is happy with. Try and figure out what everyone’s expectations and goals are and negotiate a compromise with these in mind.
* **Be considerate.** Think about whether this issue is really important. Think about whether you can come to a compromise that everyone is happy with. Try to listen to others and understand their point of view. Try and ensure you are having a constructive conversation, not one which upsets anyone. Focus on finding a resolution.

If you find you are still having problems come and talk to a member of the Hall Life team in the Student Services Centre, Davison Building between 7-9pm Monday to Sunday (term time).