**Rising Above in Conflict: CCOV 2016 Recap**

I love leaving conferences with a slew of new ideas and skills. I despise the difficulty I experience in remembering and applying those skills “in the real world.” Remember all those new insights you had about conflict?

1. **Conflict is normal**- Like it or not, conflict is a natural part of living and working in community. Managed well conflict can fuel learning and growth.
2. **Style matters-** While there’s no one best approach to managing conflict, different situations benefit from different approaches. When you feel tensions rising, revisit what you know about yourself and conflict. Reflect on whether your style is really the right fit for that situation and adjust.
3. **Be hard on problems, easy on people**: Use objective data about a problem to start the conversation. Let people know how the situation impacts you, affirm the people involved, and ask them to help you.