



## How to handle conflict

### **brainstrust information sheet**

Know Hows are published by *brainstrust* to help people living with a brain tumour to understand current topics. They are produced with input from relevant scientific and clinical experts and are written in a way that should help you to understand often complicated topics.

If you have an idea for a Know How, then please let us know.

If you have any queries, don't forget you can talk to one of our support specialists on **01983 292 405** or email **hello@brainstrust.org.uk**.

### **Why do we need this Know How?**

When you are living with a brain tumour, emotions can run high, as people are living with stress. At times like this, we tend to go to our default behaviour – what we know – and this can make things worse.

### **What does this mean?**

With any conflict situation, there are complex things at play, not least emotion, which can include anger and fear. Anger is fear brought to the surface, and let's face it, living with a life-limiting prognosis is truly frightening. When handled well, however, conflict can become a positive experience. It can be a healthy friction that allows for innovation; it challenges the norm when things are no longer normal. When handled well, it can build relationships and open up opportunities that you never thought were possible. Always aim to find the highest common purpose and build a solution from there.

### **Ask yourself**

- What relationship do I have/want to have with this person?
- What is our common goal, our purpose? What unites us?
- Where do we think differently?
- What prejudices do I have towards the situation?
- How important is being right or winning?
- How important is the issue in the grand scheme of things?
- What are my options? Choices are to collaborate, to compromise, to compete, to accommodate or to avoid.
- What am I frightened of?
- What is so important to me that I will not give it up (the bottom line)?

## Contact

Talk to *brainstrust*. We can help. You can call, write, type, text. Email for help and support:

**hello@brainstrust.org.uk.**

Telephone: **01983 292 405.**

## Other helpful links

[brainstrust.org.uk/difficult-conversations](https://brainstrust.org.uk/difficult-conversations)

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