

POSITIVE CONFRONTATION

How to Confront your Roommate when Conflict Arises



BEFORE YOU START

You are probably reading this because you have tried your best to resolve issues with your roommate, but your patience are thinning and your efforts have not had the results you hoped for. Or perhaps you haven't been able to discuss anything with your roommate and have been holding everything inside. This brief handout guides you through how to confront your roommate in a positive manner. If both roommates take the discussion seriously, you can have a fruitful conversation that results in change and a happier living environment.

The goal of the conversation is to listen and create compromises/solutions. These communication skills will benefit you for the rest of your life in your personal and professional relationships. Listening to understand helps decrease assumptions and misunderstanding, increases success with interpersonal relationships, promotes teamwork, uncovers underlying issues, and makes a greater impact on conflict resolution.

3 Steps Before you Confront:

1. Reflect on the facts in order to be concise and clear.
2. Set up a day and time.
3. Agree on a private location with limited distractions.

DO NOT....

- have the conversation through text or messages.
- escalate the situation prior to the set day/time.

Listen to Understand

SET GROUND RULES

- No interrupting
- Keep conversation confidential
- Listen to understand, not rebuttal
- No yelling
- No curse words
- Remove distractions (such as cell phones)

USE LISTENING SKILLS

- Take turns sharing your concerns.
- After one person shares their concerns, the other roommate should repeat back what they heard, then switch.
- Do not rebuttal, only listen and repeat what you heard
- Summarize using their words, not yours
- Check for understanding. "Did I hear you correctly?" "I hear you saying...is that right?"

USE "I" STATEMENTS

- I felt ____, when you did ____
- Keep a calm tone of voice and use facts
- Discuss behaviors, not personality traits

DISCUSS COMPROMISES

- Transition conversation to compromises and solutions
- Update roommate agreement