

CONFLICT RESOLUTION STRATEGIES

BREATHE: If you're angry, separate yourself from the situation. Take a break.

RESPECT: Attack the problem, not the person.

ATTITUDE: Use assertive language, not aggressive.

VISION: Keep your eye on the prize, not your position.

ACCEPTANCE: Opinions differ. Respect others to gain their respect.

GOALS: Seek win/win situations.

PERSISTENCE: Focus on areas of common interests, and build upon those.

BALANCE: Never jump to conclusions or make assumptions; use your words.

SUCCESS: Ask for feedback/clarifications as needed.

DETERMINATION: If only one person's needs are met, conflicts remain UNRESOLVED.

FOCUS: Forget the past; stay in the future; focus on the future. Know your bottom line.

COLLABORATION: Create "power with" not "power over" others.

TEAMWORK: Thank others for listening, and actively listen in response.