

Handling Conflict

- **their problem or yours?**

stay OK
check self
respect differences

- **objectives**

is there a win/win?
stop & think

- **calm questioning**

seek to understand
misunderstanding is the commonest cause of conflict
they may need to let off steam
you keep the moral high ground

- **words**

I see / I interpret / is this the case?
4 steps: I understand / I feel / I want / Check OK

- **negotiate**

set your walk away point
they open first
offer to trade