

**Each conflict has its own personality**

- Work at the process- find help
- Stay calm- non-anxious
- Be flexible, remember you are part of the problem

**Conflicts are hard work**

- Don't underestimate the time and energy it will take to work through the conflict
- Invest time or money early and take care of it early rather than wait for it to get so bad and out of control that more time and money is needed than if it had been dealt with properly.

**There are two perspectives and stories**

- We see things from our perspective
- Limited and faded perspective
- Often a biased perspective

**Separate the people from the problem**

- Be soft on the people and hard on the problem
- What you say and how you say it is important

**Don't assume, when in doubt ask (practice direct communication)**

- Assumptions are so easy to make
- Assumptions are a fast track to a prolonged conflict
- Talk with others, not about them

**Listen so as to understand**

- Ask questions
- Paraphrase
- Listen

**Speak from your experience and heart**

- Use I statements
- Tell how you feel
- Be specific

**Look back but don't dwell on the past**

- Talk about the past but don't dwell on it.
- You can't change what has been done but you can shape what will become
- So many conflicts get stuck here

**Look forward and be realistic**

- Generate options for mutual gain
- Focus on interests not positions
- Don't promise the moon nor try to hit the jackpot