

THINGS THAT YOU CAN DO TO RESOLVE CONFLICT

Look for and affirm the strengths of others

Refrain from putting down yourself and others

Listen without interrupting

Avoid speaking too often and long

Volunteer yourself only, not someone else

Be open to perspectives that are different from your own

Show respect to everyone through all words and deeds

Consider the unintended negative consequences of your actions

Share your feelings honestly and invite an inclusive approach to resolving conflict

Focus on the resolution of the conflict rather than the placing of blame