

MANAGING CONFLICT:

- 1 Control negative feelings and impulses**
- 2 Share your true feelings**
- 3 Identify your concerns**
- 4 Listen and respond sensitively**
- 5 Understand the point of views of others**
- 6 Be open minded**
- 7 Generate solutions together**
- 8 Negotiate a win-win solution**
- 9 Admit mistakes**