



Ways to Resolve **CONFLICT**

1. Use a Mediator or Referee

2. Listen to the other person's point of view!

3. State your side CLEARLY and CALMLY



4. Put yourself in the other person's shoes

5. Express your feelings honestly

6. Make sure you understand the problem

7. Let each side speak without interruption

8. COMPROMISE

9. Find a "Win-Win" solution

10. If all else fails, seek expert advice

