

Dealing with Conflicts

- ▶ Conflicts can be difficult to deal with, but with a few pointers you can be constructive instead of destructive
- ▶ You control your actions and reactions
- ▶ Here's some Do's and Don'ts

DO

- ▶ Put yourself in the other person's shoes
- ▶ Be an active listener
- ▶ Use "I" instead of "YOU" statements
- ▶ Stick to the facts
- ▶ Work on the problem
- ▶ Control your emotions

DON'T

- ▶ Place blame
- ▶ Give your opinion
- ▶ Base anything on gossip
- ▶ Be defensive in your tone or body language
- ▶ Assume what the other person thinks or feels

**TAKE THE
QUIZ**