

# conflict resolution dos & don'ts

## CONFLICT DOS

## CONFLICT DON'TS

Communicate face to face	Wait or avoid the issue
Manage your own emotions	Assume
Use language that is understood	Get defensive
Recognize and embrace differences	Interrupt
Understand interests & perspectives of self & others	Ignore feedback
Act sooner rather than later	Argue feelings
Focus on the present situation/problem	Judge or criticize
Actively listen & pay attention	Use put-downs
Be present, clear, & direct	Use sarcasm
Be honest, genuine, & respectful	Rely solely on verbals or nonverbals
Assert yourself	Discuss the problem with others not associated
Be aware of body language	Stop communicating
Convey the value of your relationship	Bring up past issues