

Conflict Management Suggestions

1. Speak in a slightly softer tone of voice.
2. Speak just a little bit more slowly.
3. Stress positive mutual benefits.
4. Avoid the use of “**But**” and “**Never.**”
5. Avoid the use of “**Must**” and “**Always.**”
6. Refrain from saying “**You are wrong!**”
7. Don't disagree with obvious truths.
8. Challenge the idea not its presenter.
9. Quote sources and numbers.
10. **Smile** when disagreeing.
11. If it is just an opinion, admit it.
12. Do not present opinion as facts.
13. Avoid exaggeration.
14. Use “**many**” rather than “**most.**”
15. Use “**some**” rather than “**many.**”
16. The use of “**often**” allows for exceptions.
17. The use of “**generally**” allows for exceptions.
18. Concede minor or trivial points.
19. Use “**we**” instead of “**you**” whenever possible.
20. Avoid bickering, quarreling, and wrangling.

Remember:

- *We don't need to win every battle to win the war.*
- **Relationships** are more important than winning.
- Keep your perspective – “**We're just discussing.**”