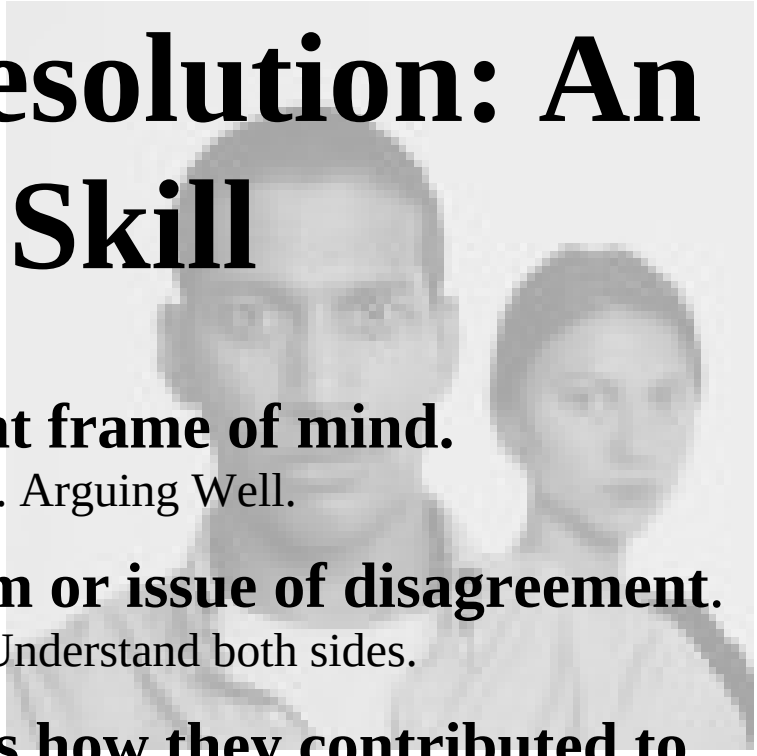
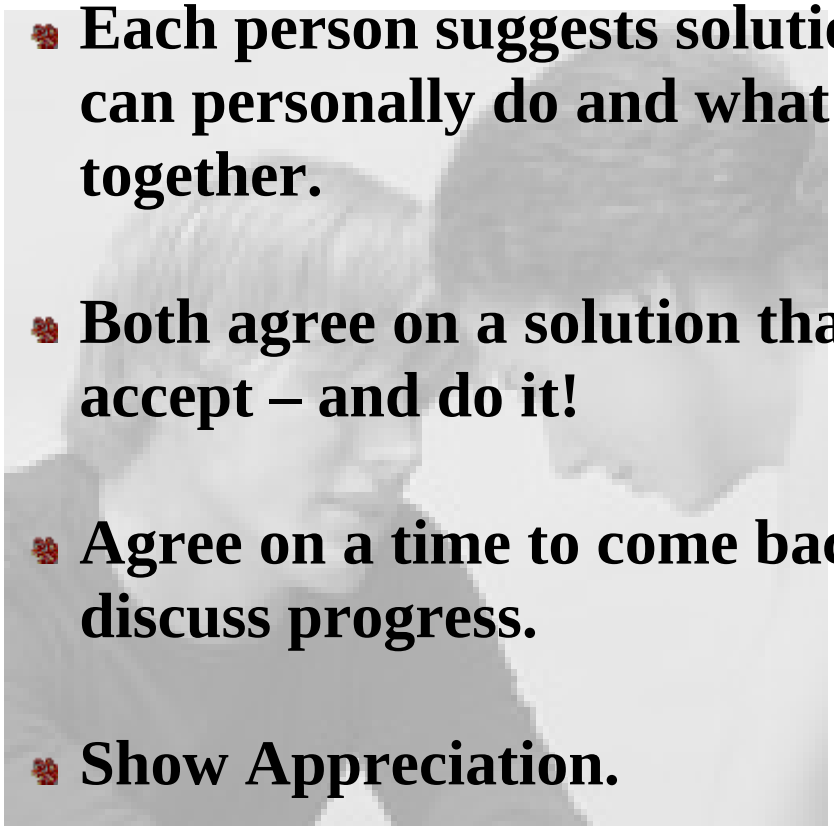
Conflict Resolution: An Important Skill



- **Start with the right frame of mind.**
  Respect. Right Time. Arguing Well.
- **Define the problem or issue of disagreement**.
  Listen. Empathize. Understand both sides.
- **Each person offers how they contributed to the problem.**
  Responsibility. Ownership in Solving the Problem.
- **Each person suggests solutions that he/she can personally do and what both can do together.**
- **Both agree on a solution that each can accept – and do it!**
- **Agree on a time to come back together to discuss progress.**
- **Show Appreciation.**



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