



# ROAD TO RESOLVING CONFLICTS

**8.** Thank the other person's effort to resolve the conflict.

**7.** Negotiate, compromise, and brainstorm resolutions to the remaining unresolved points.

**6.** First identify what you both agree on.

**5.** Commit with the other person to find a resolution.

**4.** Explain the basis for your point of view.

**3.** LISTEN to truly understand.

**2.** Ask questions about the other person's point of view.

**1.** Understand the other person's point of view comes from their experiences and learning. Yours are different.