

PEACEFUL CONFLICT RESOLUTION

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RESPECT THE RIGHT TO DISAGREE.

E

EXPRESS YOUR REAL CONCERNS.

S

SHARE COMMON GOALS AND INTERESTS.

O

OPEN YOURSELF TO DIFFERENT POINTS OF VIEW.

L

LISTEN CAREFULLY TO ALL PROPOSALS.

U

UNDERSTAND THE MAJOR ISSUES INVOLVED.

T

THINK ABOUT PROBABLE CONSEQUENCES.

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IMAGINE SEVERAL POSSIBLE ALTERNATIVE SOLUTIONS.

O

OFFER SOME REASONABLE COMPROMISES.

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NEGOTIATE MUTUALLY FAIR COOPERATIVE AGREEMENTS.

ROBERT E. VALETT



**OPINIONS AND FEELINGS ARE FREQUENTLY A PERSONAL TRIUMPH OVER GOOD THINKING
YOU DEFINE REALITY BY WHAT YOU KNOW, WHAT YOU BELIEVE, AND WHAT YOU DO ABOUT IT.**