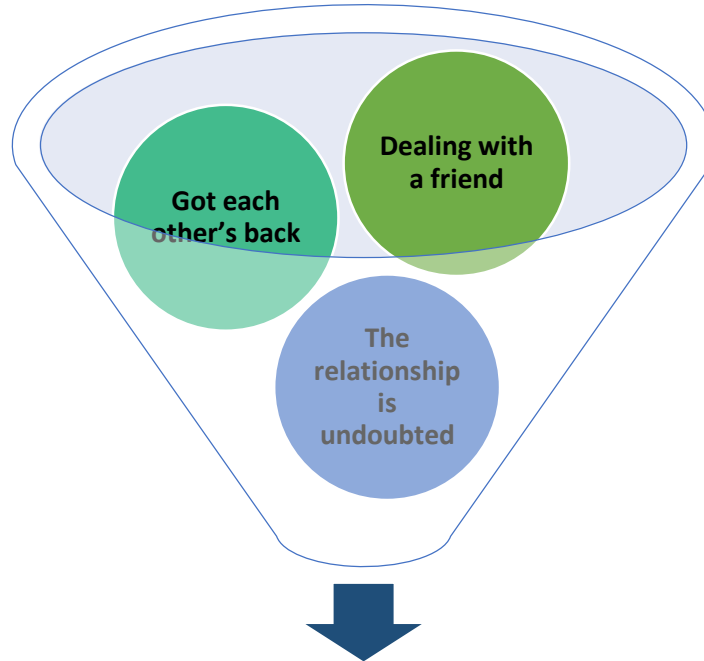


FRAMEWORK FOR CONFLICT: KEYSTONES – DO's – DON'Ts – PROCESSFLOW



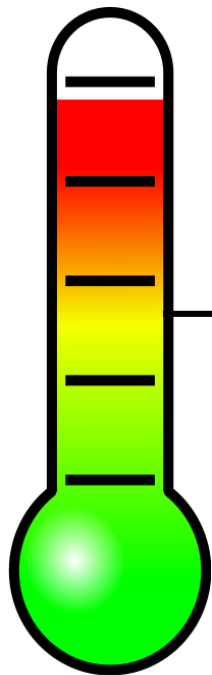
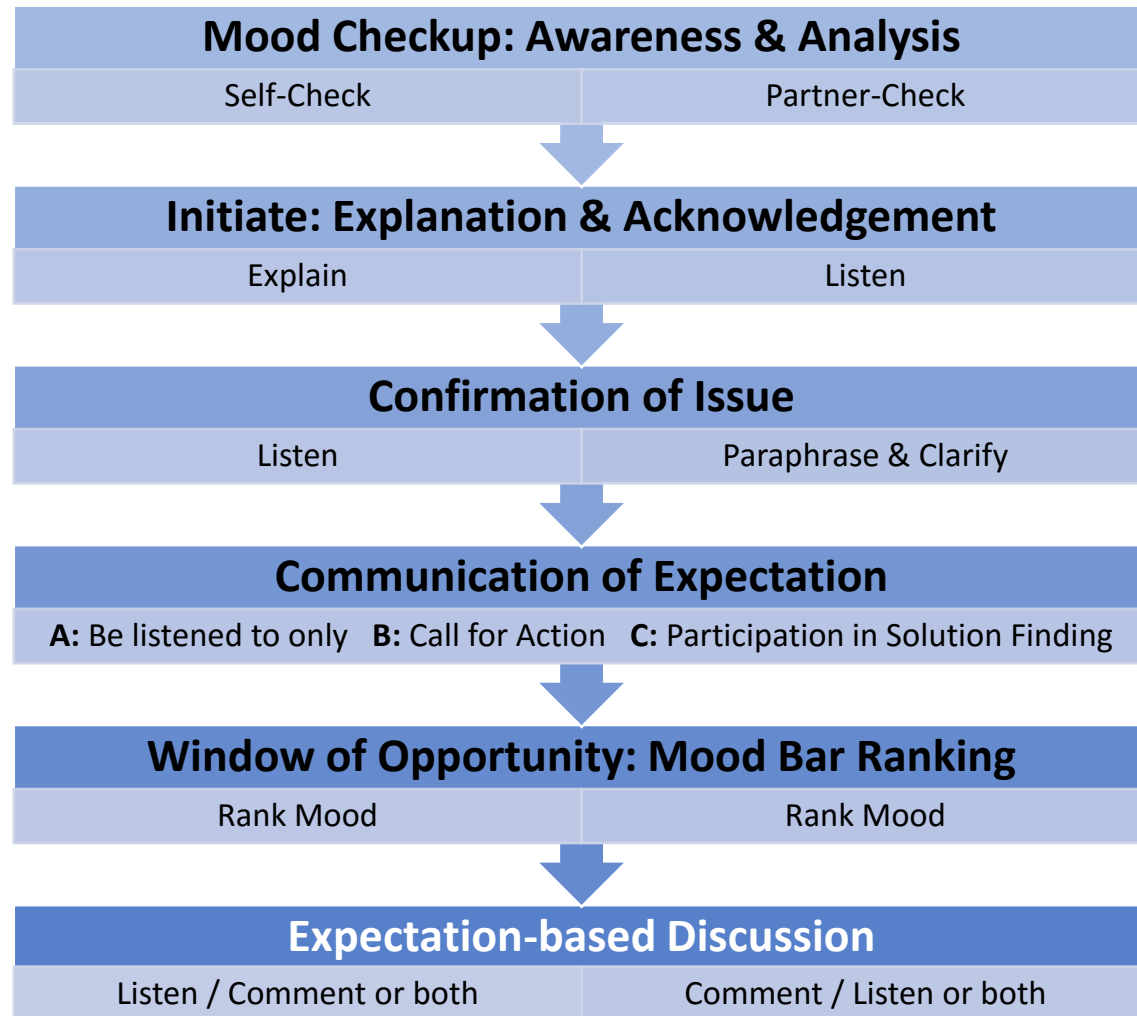
- ✓ SHOW MUTUAL RESPECT
- ✓ LISTEN & ENGAGE
- ✓ CLARIFY & PARAPHRASE
- ✓ STICK TO THE ISSUE



Don't

- ! SPEAK OVER
- ! FIRE BACK IMMEDIATELY
- ! REVERT TO PAST ISSUES
- ! GET AGGRESSIVE

The way we see the problem is the problem.



Explosive behaviour, violence, loss of control, hostile

Increasing anger, losing control, infuriated

Some anger / irritability / annoyed / frustrated

Calm / low level or anger

Postponement...if:

- > Anger bar in red zone
- > Don'ts occur too often
- > Reflection time required
- > Participation is denied
- > Things get out of hand

How:

- > Commit to continuation
- > Stick to timeline
- > Do not get off track
- > Take a break