

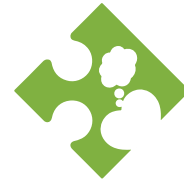


Conflict Resolution - My Personal List

What is the root of the problem?

What part have I played in this?

What's the best outcome for everyone?



Logical thinking

What's happened to date?
Who is being affected?
What practical steps can be taken?

Emotional intelligence

Triggers?
Reactions?
Feelings?
