

## **10 Commandments for Conflict Resolution**

1. Don't lose your temper or you lose your point.
2. Remember, you're trying to reach an agreement, not win an argument.
3. Apologize if you are wrong, even on a minor point.
4. Don't imply superior knowledge or power.
5. Acknowledge with grace the significance of the other person's comment or statement of fact.
6. Know and admit the impact of your demands.
7. Remember the ability to separate fact from opinion is the mark of a clear mind, and the ability to separate opinion from person is the mark of respect.
8. Consider if one, or both of you, could benefit from some time to think, eat or rest before you get started.
9. Stay with your point; pursue the objective of the discussion and don't deviate.
10. Problem solve and bargain in good faith. Your intellect will tell you when you're bargaining and your conscience will tell you whether you have good faith.