

GREAT COMMUNICATION

Collaboration is your key to the world!

TOP TEN TIPS FOR SUCCESS

- Conflict is a reality. It will happen, but it is an opportunity to grow
- Don't make it personal, it stems from an issue not a person
- Really listening helps you understand their perspective comes from what they have experienced.
- Different experiences have value, and you can always learn something from others
- Your opinion has **VALUE** and should be expressed
- Negotiation and compromise is usually necessary
- Stick to the present situation and don't let the past with a person influence the moment
- Learn to say sorry when you should. No one is always right
- Working it out together is always better than being aggressive or giving the silent treatment
- Remember to Be **SWEET**: Use the acronym

S - say how you feel: I **feel** frustrated, sad, angry, confused, disappointed, worried, embarrassed are a few examples) **when you** be as specific as possible about exactly what happened. Don't say things like when you were mean) **could you please** (Use a calm voice and body language and be specific about what you want them to stop doing or start doing to make things better)?

W - wait and listen to what the other person has to say:

understand that they may be caught off guard and both of your first thoughts may not be your best thought. Take a deep breath and think before speaking. Good responses often start with restating what the person said to make sure you understand what they are saying and acknowledging what you think happened.

E - engage in sharing ideas to resolve the conflict: when compromise is necessary the solution may not be exactly what either of you wants

E - elect a solution that is as fair as possible for everyone: you should both feel better by the outcome.

T - take a step forward in being friends: do the best you can to treat others the way you would want to be treated which includes forgiveness.

