

Use Listening to Clarify	Appropriate Assertiveness	Creative Response	Personal Issues that Cloud the Issue	How can we resolve as Partners?
Chart Common Needs	Transform Problems	Introduction to Negotiations	Attack the Problem Not the Person	Mapping the Conflict
Running Meetings in Conflict Resolution Mode	Willingness to Resolve	FREE	Broadening Perspectives	Empathy
Express fear anger hurt	Plan and Apply Strategies to Reach Agreement	Help Conflicting Parties Move Toward Solutions	Development of Options	Introduction to Meditation
Design Create Solutions	Build Power With	Managing Emotions	Win/Win approach	Co-operative Power

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Empathy	Appropriate Assertiveness	Introduction to Negotiations	Chart Common Needs	Design Create Solutions