

## Rules of Conduct

Address a person's ideas, thoughts, behavior – not the person.

Talk to the responsible person directly, not to someone else.

Ask permission to speak with the person, and do so in private.

Address the conflict as quickly as possible.

Get to the point, and only one point! Don't go on and on.

Don't compare the person or the person's ideas, thoughts or behavior with someone else's. That only causes more friction.

Always end the conversation with: "Next time, if this happens again let's agree to handle it this way....."

Adapted from The PACE Organization Inc., 2003

Steps to Resolving Conflict