



What is Dispute Resolution? How can you use the skills

In your daily work?

Strategies

- a. Question and Dive Deep to get all of the information
- b. Determine Priorities for Both
- c. Brainstorm for Options
- d. Assess Possible Outcomes
- e. Consider best option for both
- f. Talk it through
- g. Fine tune the details

NOTES:

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Communication

- a. Listening Skills
- b. Reframing and Neutralizing
- c. Reflecting
- d. Summarizing
- e. Dealing with Emotions

10 Tips

- a. Stay on Track
- b. Keep Emotion Out of It
- c. Let them decide/don't tell them what to do
- d. Stay Calm
- e. Keep them At the Table
- f. Good Faith
- g. Remain Neutral
- h. Mirror Good Behavior
- i. Promote Common Ground
- j. Celebrate the Wins

PUT SOME SUGAR ON IT

(Ways To Say It Better)



Instead of:

Why don't you....

You can't....

You're being unreasonable....

If you would....

He's lied to you....

You're angry that...

You said....

She was rude to you

I would feel that way too

You will not pay/do/say....

Crying doesn't get anything done. Stop.

Why did you...

You said/didn't say....

You said/didn't say....

Try:

What would it look like if you.....

Are there better options?

How would you react to....that?

If they...could you....

There was a misunderstanding/
communication

It's normal to feel upset when...

Am I understanding correctly that....

You were offended when...

I understand how you feel. Others have felt
the same way too.

You're here today which means you've got
the right attitude. You'd like to work some-
thing out.

So you need a moment?

What happened that got us to this point?

I heard....

My apologies. I didn't catch that before. OR

My apologies. I misinterpreted that.