



Turning Conflict into Cooperation

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October 20, 2011

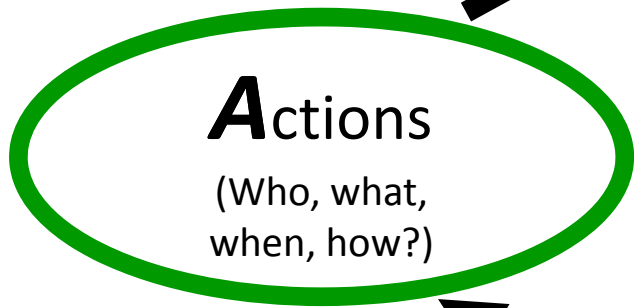


- I feel the conflict/problem is ____.
- What do you think is the conflict/problem?



- What action can we take that might address this conflict?

- Why is this important to you?
- Let me explain why this is important to me.
- How is this important to others?



- What solution would you like to see?
- What solution would I like to see?
- What solution is best for everyone & supports our values, strategy, etc.?

