

PROBLEM SOLVING GUIDELINES

- Attack the problem, not the person
- Be clear about what you see, how you judge, and how you react to people and situations
- Look forward (opportunity), not backward (blaming)
- Examine the situation and attempt to view from both sides
- Identify the points where you can compromise rather than demand
- Be open and make every effort to respond in a positive manner
- It may be appropriate to leave some conflicts unresolved
- Your personality and attitude affect the outcome of a disagreement/conflict
- Know when to give feedback and when to observe
- Tell people what you're feeling without blaming them
- Manage your emotions before you reach your boiling point
- Understand and deal with the real issues behind the conflict – be honest
- Separate the two sides of every conflict – the people and the issues – and deal with each effectively
- Accept responsibility for your anger: you become angry, no one makes you angry
- Express yourself clearly and briefly without accusation, sarcasm or hostility
- Cooperation and communication are vital tools in achieving success