

Tools for working through differences

- Remember it's your choice how you react
- Is it your problem to solve?
- Does it need to be solved right now?
- Would more information help?
- You and me against "it"
- The best time to have a fight is when you are not having a fight. Solve problems when you are both calm

Listen

Ask for their thoughts

Wait and cool off

Give them time to settle

Take turns talking. Don't interrupt

Monitor Mood...take a guess