

# *'Tools for Preventing and Managing Conflict'*

1. Identifying the Issue
  - a. What is the issue?
  - b. Are there other underlying issues?
  - c. What is causing this to be a difficult issue or creating difficult people?
  - d. Who is involved in the issue?
  - e. Work to find a shared interest beneath the issues.
2. Improving Communication
  - a. Practice Active Listening
  - b. Watch for your own internal "Ladder of Inference" thoughts.
3. How to Build a Safe Environment to Discuss and Dialogue the Issue
  - a. Look at the content of the meeting.
  - b. Look at the process meeting.
  - c. Be aware of tension in the room and deal with it before it grows.
  - d. Develop skills to strengthen the process
4. Be aware of Silence or Violence Techniques used by the Difficult Person
5. Putting It All Together – using Prevention and Intervention techniques