

OVERCOMING POTENTIAL CONFLICT

A. Awareness:

- 1. What seems to be the situation?**
- 2. How did I find out the situation existed?**
- 3. Who is involved at this point?**
- 4. How serious is it?**
- 5. What's the potential effect of the situation?**
- 6. How much time do I have to extricate myself?**

B. Assessment:

- 1. What evidence leads me to believe the situation exists?**
- 2. What is the specific source of this evidence?**
- 3. What created the situation?**
- 4. Whose mind must I change to resolve the situation?**
- 5. What does that person think now?**
- 6. How will I know when the situation is resolved?**

C. Action:

- 1. What would it take to change the other person's beliefs?**
- 2. What is the best method to achieve this change?**
- 3. How do I implement this method?**
- 4. Once it's over, what steps do I take to assure that it'll never happen again??**