



**Don Crawley, Author of The
Compassionate Geek**

CONFLICT RESOLUTION

Conflict is a fact of life. The key is knowing how to manage it successfully. Without proper conflict management, productivity grinds to a halt, tempers flare, and projects fail. When team members know how to manage conflict, they can use conflict to craft creative solutions and new innovations.

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TOP 10 CONFLICT RESOLUTION TECHNIQUES

10. Don't put it off
9. Maintain impartiality
8. Assume good intent
7. Look for commonalities
6. Search for real agendas
5. Let the other person speak
4. Gather all the parties
3. Be a cheerleader for teamwork
2. Praise publicly, criticize privately
1. Don't take it personally



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