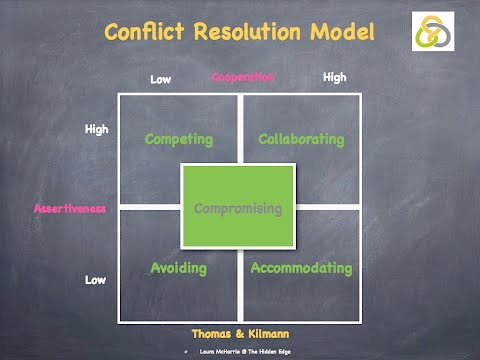
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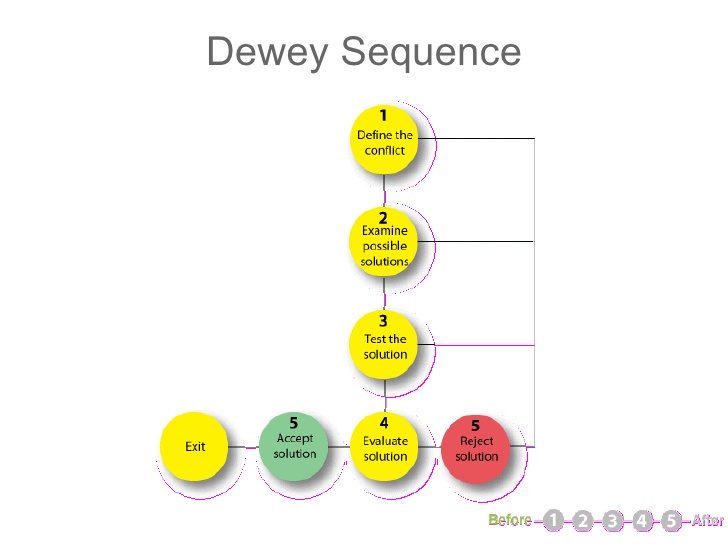
***Covey said, “Seek first to understand and then to be understood.”***

**Conflict/Problem Solving Model**



**Review: Negotiating/Bargaining/Conflict Resolution Styles**

* A = Competing
* B = Collaborating
* C = Compromising
* D = Avoiding
* E = Accommodating



**Discussion Questions/Debriefing**

1). How did recalling a conflict make you feel?

2). How do you define the conflict?

3). Could you have handled that situation differently?

4). What was the trigger word that made you feel you were in a conflicting situation?

5). What conflict resolution or negotiation strategies did you use?

6). How helpful were other’s suggestions?

7). What conflict resolution strategies or negotiation strategies were used by the delegates?

8). Could you use the new suggestions to resolve your conflict or prevent them from happening?

9). What can you do as a leader to promote a healthy attitude toward conflict within your team?