



Think of a conflict you've been in. Who was it with? What was it about?

What did you really want from it? An apology, a change in behavior, to be heard?

**In any conflict,
be sure you know
what you really want,
and whether what you
are doing is actually
helping you get there.**

Did anyone make personal attacks, overreact, exaggerate?
Did it help?

What sorts of approaches did help you get closer to what you wanted?
