

Preventing Conflict

1. **Keep short accounts** with each other. If you have an issue with someone, go quickly and talk to them rather than allowing the issue to grow.
2. **Use “I” statements** when talking about what you are feeling and experiencing. Say, “I get angry when . . .” Rather than saying, “You make me mad.”
3. **Listen closely for underlying messages.**
Remember tone and body language communicates as much if not more than the words.
4. **Try to communicate in person.** Avoid the use of e-mail as much as possible in conflict situations.

