

Kare's Quick Tips to Getting Through Conflict to Agreement

- Tip: Supplant your fears with a greater motivation.
- Tip: Our emotions fuel our energy.
- Tip: Until you learn how to handle conflict, it handles you.
- Tip: What you practice projecting, you are projecting and you become.
- Tip: Shut people out and they shut up. Bring people in and they open up.
- Tip: Do not let somebody else determine your behavior.
- Tip: When underlying feelings hinder you, look for your other feelings.

“A sign of good mental health isn't that you don't have problems.
It is simply that you don't keep having the same problems.” — Terry Gorsky

- Tip: Like a helicopter pilot, rise above the dust of the conflict and watch the role you are playing with others. To have a healthier outcome, how do you want to alter your role?
- Tip: When you're feeling upset, use that energy to turn your attention from what you *don't* like to what you *do* want to happen.
- Tip: Act as if the world is going to treat you well.
- Tip: If your behavior keeps leading you to dead ends, take another road.
- Tip: Power resides not in aggressiveness but in conscious choice.
- Tip: The more frequently we feel and do not act, the less often we feel.
- Tip: If you go out of your way to give others what they need, you will often receive what *you* need, sometimes before you even know you need help and sometimes from people you did not know could provide it.

“Man's fears are fashioned out of the ways in which he perceives the world.”
— Gavin DeBecker, *The Gift of Fear*

- Tip: Reducing your conflict with others does not mean you will not have problems in your life. You just get to move on to better problems.
- Tip: You cannot raise positive people on negative feedback.
- Tip: What you praise in others, you encourage to flourish.
- Tip: Problems seldom exist at the level at which they are discussed.
- Tip: To get a glimpse of another's operating manual, notice what makes that person most upset.
- Tip: Facing your fears straight on helps them grow smaller, so you can live with them.

Kare's Quick Tips to Getting Through Conflict to Agreement (Cont'd)

- Tip: Do not presume that someone else does or does not do something for the same reasons as you.
- Tip: Your "hot buttons" are at the heart of your conflicts. They are what most hold you back in life.
- Tip: You can choose to redefine the rules of how you will relate to someone.
- Tip: We do not see things as *they* are. We see them as *we* are.

"Joy is increased when we focus on our blessings. Depression is increased when we focus on what we lack.
We have the power to choose between the two."
— Rabbi Max Weiman

- Tip: With a clean conflict, you can salvage the relationships, even though it might not seem worthwhile in the heat of the moment.
- Tip: In many cases, stress is caused not by the event itself but rather by our response to the event.

"Once you know that nobody can take from you what is really yours, you stop trying to protect it."
— Theodora Wells, *Keeping Cool While Under Fire*

"You can tell whether a man is clever by his answers. You can tell whether a man is wise by his questions."
— Naguib Mahfouz

"Nothing is so simple that it cannot be misunderstood."
— Junior Teague

"Feedback is the breakfast of champions."
— T. Scott Gross, author of 'Borrowed Dreams and Positively Outrageous Customer Service'

- Tip: People who want to move things forward and don't expect conflict are expecting rain without thunder.
- Tip: As you fix the problem, you will not have to fix the blame.

"Nothing is more dangerous than an idea, when it's the only one we have."
— Emile Augusta Chartier

- Tip: Act genially in the face of rancor.
- Tip: The more opportunities you provide for others to participate in a situation along the way, the more likely they will stay with you to find a solution.
- Tip: You may be the most thoughtful person in their life.
- Tip: Open-ended questions open people up.
- Tip: Give people just new facts and they may still argue with you. Give them an experience and they will change.

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Tip: People need to feel heard before they'll listen.

Tip: Happiness is a state of minimum regret.

Tip: Visible goodwill is the strongest negotiation strategy.

Tip: People like people who like them.

"Chance favors the prepared mind"
— Louis Pasteur

Tip: Keep cool under fire by keeping your bottom line on top of your mind.

Tip: If someone becomes embarrassed or angry with you, you may never have their full attention again.

Tip: Even and especially when you have the upper hand, do not make a victim of the underdog.

Tip: Being right is often no help in protecting your interests. Being trusted to act in mutual best interests is often more valuable.

Tip: If you respond to someone's biggest fear, which is often unspoken, the person can hear your other suggestions.

Tip: Resenting someone is a way of never leaving that person.

Tip: Your every move is telling the world what you expect from it.

Tip: What we do not say often says it all.

Tip: Your understatement can make your moves more powerful.

Tip: You can choose to redefine the rules of how you relate to others.

"Our attitude is the crayon that colors our world."
— Allen Klein, humorist

Tip: It is easier to act your way into a better feeling than to feel your way into a better way of acting.

"The biggest disease today is not leprosy or tuberculosis, but rather the feeling of being unwanted."
— Mother Teresa

Tip: There are two kinds of pain: pain of risk and pain of regret.

Tip: Connect with others through what they most value.

Tip: Failure is no more fatal than success is permanent.

If growing up is the process of creating ideas and dreams about what life should be,
then maturity is letting go again. — Mary Beth Danielson