



- 1. Communicate lovingly, gently, honestly and effectively with patience and respect.**
- 2. Reconcile differences by compromise if the situation grants such an approach.**
- 3. Understand both sides.**
- 4. Work toward restoration and forgiveness.**
- 5. Encourage open communication.**
- 6. Be a good listener.**
- 7. Focus on things that can be changed.**
- 8. Try to keep conflict from escalating.**
- 9. Summarize frequently.**
- 10. Do not approach the situation with reluctance or timidity.**
- 11. Speak clearly and calmly.**
- 12. Make sure the distractions are minimal.**
- 13. Define what is important.**
- 14. Be specific.**
- 15. Be reasonable.**
- 16. Avoid finding fault.**
- 17. Disagreement is not always bad, but the tone must remain supportive.**
- 18. Be honest about your feelings and viewpoints.**
- 19. Do not manipulate.**
- 20. Accept the other person's feelings.**
- 21. Do not use excuses.**
- 22. Take the position of humility.**
- 23. Speak for yourself. Do not start any sentence with "You...."**