



# Managing Conflict Takeaway Message

We can't make people do anything they don't want to do.  
You can lead a horse to water but you can't make him drink.

Be aware of yourself.  
Be aware of others.  
Set the scene for cooperative resolution.  
Negotiate limits and rules.

## When are people most likely to do what you ask?

- When they trust you.
- When they have experience and know you are reliable and a friend.
- When thinking of the good of the group.
- When they sense you care.

## Cooperative Conflict Management – Ask Questions

1. What do you want?
2. What are you doing to get it?
3. Is it working?
4. Do you want to figure out another way?

## Proscriptive Conflict Management – State Observations

1. This is what I want.
2. This is what I understand you are doing.
3. This is why that isn't working for me.
4. Here's what I need for you to do.