



# RRHA OF TEXAS

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## "Taking on Conflict"

### I. Where does Conflict come from?

Assumptions	Prejudice
Not Listening	Perceptions
Stereotypes	Lack of Empathy
Expectations	

### II. Types of Conflict

Internal	Unresolved personal issues, desires, needs
Interpersonal	Feelings about and with others
Structural	Based on circumstances or conditions

### III. What Triggers Conflict??

Competition	Greed
Inequity	Protection
Domination	Differences
Threat	Disagreements
Fear	



## IV. 10 Words We Should Never Use

No	Can't	Impossible
Why	What	Policy
Listen	Wait	Wrong
Should've		

## IV. Multi Family Executive "Cool It Down"

Assume - Allow - Discern - Do

## V. What If they are REALLY ANGRY?

Manage your own anger  
 Maintain calm Composure  
 Watch your Breathing  
 Listen to Understand  
 Avoid Interrupting  
 Disagree, but Respectfully  
 Verbal Abuse?



## Your "Bottom Line" – It Makes a Difference!!

### Just Remember -

- Its Natural and even Creative
- Conflict has a Source and a Trigger
- You can Plan your Response!
- Resolved Conflict Creates Loyalty

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