



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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