Effect of Behavior on Conflict Resolution

CLD1-7-ANR - PPT #2
For the following slides, respond whether behaviors are:

- Positive
- Negative
1. Stay calm.

- Positive
2. Make sarcastic comments.

- **Negative**
3. Interrupt the person speaking.

• **Negative**
4. Focus on the problem, not the person.

• Positive
5. Find a place and time to talk.

- Positive
6. Fold your arms and stare at the ground.

• **Negative**
7. Making eye-contact during the meeting.

- Positive
8. Say, “you” said this ...........

- **Negative**
9. Listen more than you talk.

• Positive
10. Don’t talk during the meeting, but check the clock.

- **Negative**
11. Check your i-Phone often.

• Negative
12. Turning your phone off during the meeting.

- Positive
13. Texting during the meeting.

- **Negative**
14. Maintain a positive attitude.

- Positive
15. Use harsh and insulting language.

• Negative